



HIV Special Needs Plans (SNP):

MetroPlus Health's Partnership-in-Care

CAHPS® 5.1H

Adult Medicaid Survey

Continuous Quality Improvement Report

March 2026



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Background

In New York, Medicaid enrollees living with HIV/AIDS may be enrolled in a type of Medicaid managed care plan called a Special Needs Plan (SNP). These plans are designed to specifically address the needs of members living with HIV/AIDS by providing access to providers experienced in HIV/AIDS care and offering services specialized for HIV patients. Specialized services include care coordination between medical and other providers, promoting wellness, and treatment adherence services.

The Consumer Assessment of Healthcare Providers and Systems (CAHPS®) is a comprehensive tool designed to assess consumers' experience with health care and health plans. CAHPS® is the survey instrument that asks health plan members about experiences with access to care, health care providers and health plans. The New York State Department of Health sponsors a CAHPS® survey every other year for the Medicaid managed care plans and uses the results to determine variation in member satisfaction among the plans.

DataStat, Inc. conducted the survey on behalf of the Department in 2025. The instrument used for the administration of the survey was the CAHPS® 5.1H Adult Medicaid core survey, developed and tested nationally for assessing the performance of health plans. While SNPs are a type of Medicaid managed care plan, the membership and plan requirements are significantly different from the mainstream plans. The administration of the SNP survey was conducted at the same time as the managed care plans, however results between the two plan types were analyzed separately for fair comparison.

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Executive Summary

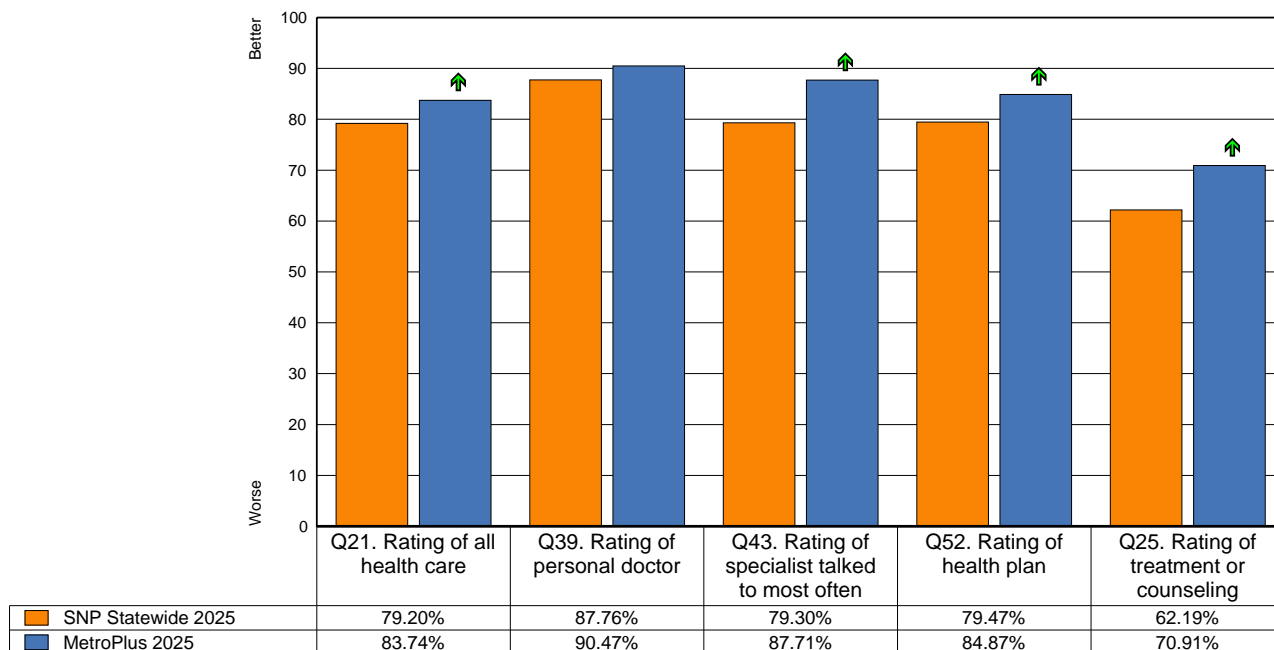
In New York, the CAHPS® survey is administered to Medicaid managed care plan members every other year. For the 2025 administration, the Department focused on adult members of Medicaid managed care plans as well as members in Special Needs Plans (SNPs) and Health and Recovery Plans (HARPs). The SNP survey included three Medicaid SNPs in New York with a sample of 2,000 adults per plan. Questionnaires were sent to 6,000 members following a combined mail and web methodology during the period September 25, 2025, through December 18, 2025, using a standardized survey procedure and questionnaire. A total of 416 responses were received resulting in a 24.1% response rate. The disposition of surveys is contained at the end of this section.

Conclusions based on the information presented in this report should be tempered by a few caveats. First, for some survey items, relatively small numbers of responses may be available due to skip patterns in the questionnaire. In order to present the most reliable information, results based on fewer than 30 observations are not presented in this report. Second, in some of the data presentations included in this report, correlation coefficients are computed to explore the relationship between different measures. High correlations, however, do not necessarily indicate causation. Finally, in many of the graphs and tables presented in this report, differences between the Statewide average and individual managed care plans are readily apparent. However, where these differences are not statistically significant they should be evaluated accordingly.

Summary of Standard Rating Questions

Response options for standard rating questions ranged from 0 (worst) to 10 (best). In the table below, the achievement score represents the proportion of members who responded with a rating of "8", "9", or "10". Plan-level and SNP Statewide results are presented below. Plan results are compared to the SNP Statewide 2025 achievement scores and a significance level of .05 or less was considered statistically significant and "↑" or "↓" is placed at the top of the appropriate bar.

Standard Ratings Questions (8, 9 or 10)

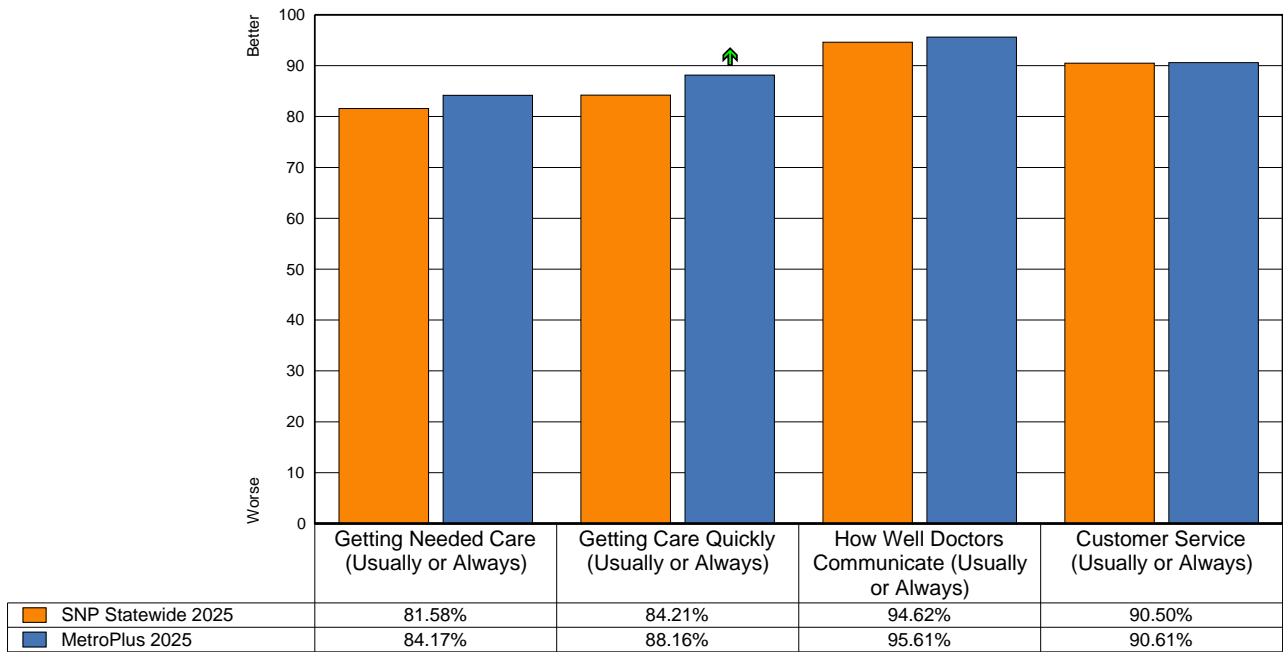


↑/↓ Statistically significantly better/worse than SNP Statewide 2025.

Summary of Standard Composites

A composite score is calculated for each of four domains of member experience: Getting Needed Care, Getting Care Quickly, How Well Doctors Communicate and Customer Service. Composite achievement scores indicate the proportion of members who reported a positive experience within a given domain. Responses of "Usually" or "Always" indicate achievement for all composite measures. Plan-level and SNP results are presented below. Plan results are compared to the SNP Statewide 2025 achievement scores and a significance level of .05 or less was considered statistically significant and "↑" or "↓" is placed at the top of the appropriate bar.

Standard Composites



↑↓ Statistically significantly better/worse than SNP Statewide 2025.

Key Measure Summary

Plans	Getting Needed Care (Usually or Always)	Getting Care Quickly (Usually or Always)	How Well Doctors Communicate (Usually or Always)	Customer Service (Usually or Always)	Rating of all health care	Rating of personal doctor	Rating of specialist talked to most often	Rating of health plan	Rating of treatment or counseling
SNP Statewide	82	84	95	91	79	88	79	79	62
Amida Care	80	84	95	90	76	86	74	75 ▼	61
MetroPlus	84	88 ▲	96	91	84 ▲	90	88 ▲	85 ▲	71 ▲
SelectHealth	81	81	93	91	77	87	76	78	55 ▼

▲▼ Statistically significantly better/worse than SNP Statewide 2025.

Respondent Sample Profile

Age (years)	SNP Statewide	MetroPlus Health's Partnership-in-Care
18 to 24	1.0%	0.5%
25 to 34	5.6%	3.9%
35 to 44	11.4%	13.5%
45 to 54	20.1%	19.7%
55 to 64	53.6%	54.3%
65 to 74	7.5%	6.9%
75 or older	0.8%	1.2%

Gender	SNP Statewide	MetroPlus Health's Partnership-in-Care
Male	60.2%	61.5%
Female	32.7%	36.3%
Genderqueer, Gender Non-Binary, Transgender, or Other	7.1%	2.2%

Highest grade or level of school completed	SNP Statewide	MetroPlus Health's Partnership-in-Care
8th grade or less	11.7%	13.4%
Some high school, but did not graduate	22.7%	23.9%
High school graduate or GED	30.8%	30.1%
Some college or 2-year degree	21.6%	19.4%
4-year college graduate	8.9%	9.2%
More than 4-year college graduate	4.3%	4.0%

Hispanic or Latino	SNP Statewide	MetroPlus Health's Partnership-in-Care
Yes, Hispanic or Latino	48.1%	43.6%
No, Not Hispanic or Latino	51.9%	56.4%

Rating of Overall Health	SNP Statewide	MetroPlus Health's Partnership-in-Care
Excellent	16.2%	17.6%
Very good	24.9%	24.6%
Good	32.2%	33.4%
Fair	22.5%	20.7%
Poor	4.3%	3.7%

Respondent Sample Profile

Race

Overall	SNP Statewide	MetroPlus Health's Partnership-in-Care
White	24.0%	18.4%
Black or African-American	45.7%	50.0%
American Indian or Alaska Native	4.0%	2.3%
Asian / Native Hawaiian / Pacific Islander	4.0%	3.8%
Other	31.8%	30.8%

Asian Detail	SNP Statewide	MetroPlus Health's Partnership-in-Care
Chinese	0.9%	0.5%
Japanese	0.4%	0.0%
Filipino	0.6%	0.5%
Korean	0.5%	0.0%
Vietnamese	0.5%	0.0%
Asian Indian	0.9%	1.3%
Laotian	0.8%	0.3%
Cambodian	0.4%	0.0%
Bangladeshi	0.3%	0.0%
Hmong	0.2%	0.0%
Indonesian	0.5%	0.3%
Malaysian	0.4%	0.0%
Pakistani	0.3%	0.0%
Sri Lankan	0.4%	0.3%
Taiwanese	0.4%	0.3%
Nepalese	0.3%	0.0%
Burmese	0.4%	0.0%
Thai	0.6%	0.5%

Native Hawaiian / Pacific Islander Detail	SNP Statewide	MetroPlus Health's Partnership-in-Care
Hawaiian	0.5%	0.3%
Guamanian/Chamorro	0.3%	0.3%
Samoan	0.3%	0.0%
Fijian	0.2%	0.0%
Tongan	0.3%	0.0%

Sample Disposition

	SNP Statewide	MetroPlus Health's Partnership-in-Care
First mailing - sent	6,000	2,000
First mailing - usable survey returned*	550	184
Second mailing - sent	5,258	1,771
Second mailing - usable survey returned*	277	107
Third mailing - sent	4,276	1,443
Third mailing - usable survey returned*	94	35
Web - usable surveys*	228	90
Total - usable surveys	1,149	416
Ineligible: According to population criteria‡†	9	1
Ineligible: Language barrier†	1	0
Ineligible: Deceased†	4	2
Ineligible: Mentally or physically unable to complete survey†	3	2
Refusal/Returned survey blank	6	4
Incomplete survey - mail or web	19	10
Nonresponse - Unavailable by mail	3,873	1,298
Bad Address†	936	267
Response Rate	22.8%	24.1%

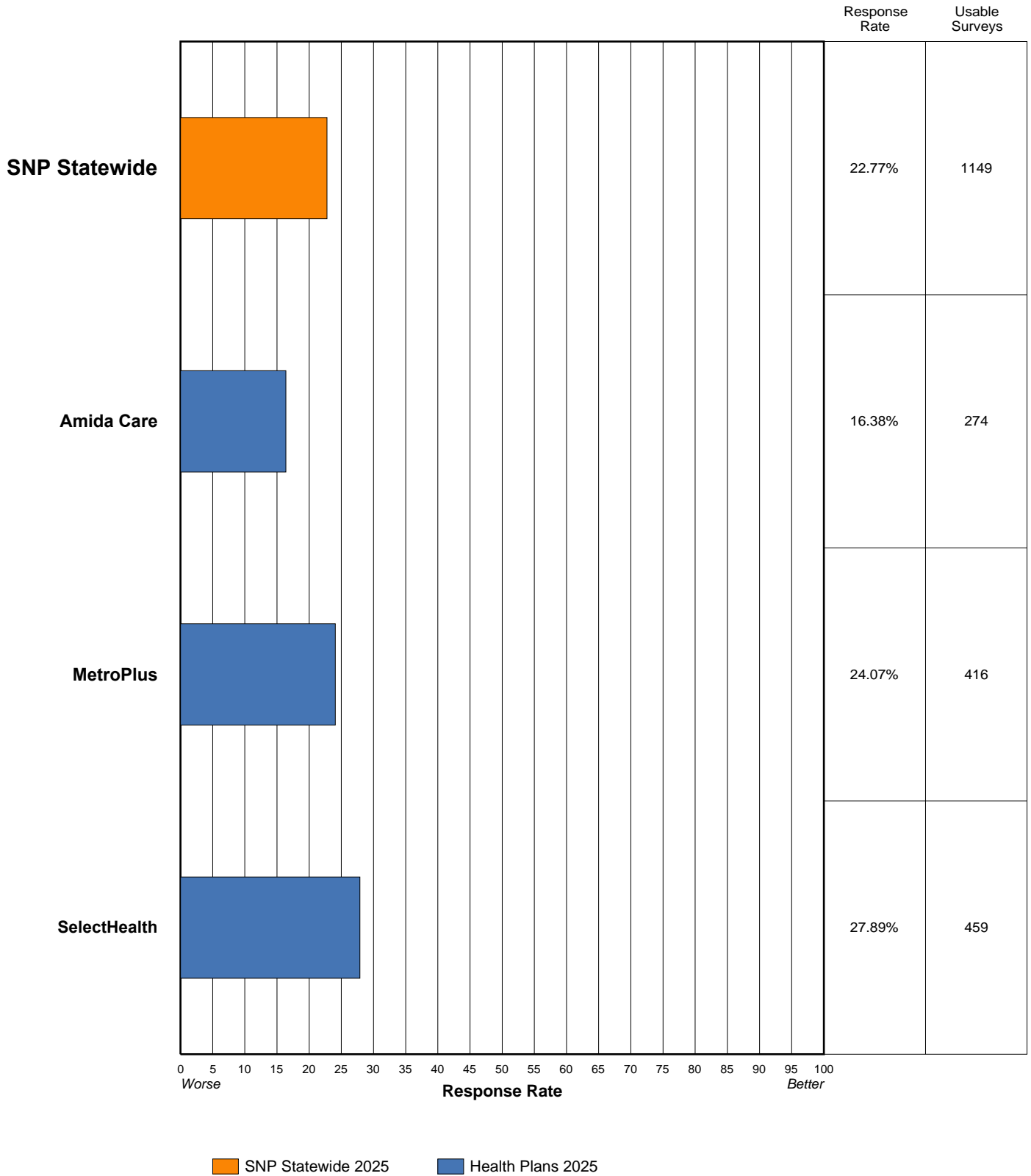
*Included in response rate numerator

†Excluded from response rate denominator

‡Population criteria: The designated respondent must be a member of the special needs plan.

Note: *Response Rate = Total Usable Surveys / Total Eligible Cases*

Response Rates



Trend Analysis - 2025 vs. 2023

The table below provides a snapshot of the items with the greatest point change, positive or negative, since 2023. All performance-related items in the questionnaire that were trendable were listed in descending order of point change, and testing was conducted to determine which trends were statistically significant. Shown below are the ten items at the top of the list and the ten items at the bottom, with their 2023 and 2025 scores and results of the significance testing. In the table presented below, differences over time may be readily apparent. However, where these differences are not statistically significant they should be evaluated accordingly.

Question	MetroPlus 2025 Score	MetroPlus 2023 Score	Point Change	Composite/ Question Group
Q45. Written materials or internet usually or always provided information about how health plan works	78.1%	65.2%	+ 13.0	Single Items
Q43. Rating of specialist talked to most often	87.7%	74.8%	+ 12.9 ▲	Ratings
Q17. Doctor or other health provider asked what you thought was best for you	91.3%	81.6%	+ 9.8	Single Items
Q48. Information from health plans customer service usually or always easy to understand	90.3%	81.9%	+ 8.4 ▲	Single Items
Q4. Usually or always got urgent care as soon as you needed	88.6%	80.7%	+ 7.9	Getting Care Quickly
Q41. Usually or always got appointments with a specialist as soon as you needed	77.4%	69.8%	+ 7.6	Getting Needed Care
Q52. Rating of health plan	84.9%	78.0%	+ 6.9 ▲	Ratings
Q6. Usually or always got an appointment for check-up or routine care as soon as you needed	87.7%	80.9%	+ 6.9 ▲	Getting Care Quickly
Q47. Health plan customer service usually or always gave information or help you needed	87.0%	80.3%	+ 6.7	Customer Service
Q16. Doctor or other health provider talked about reasons you might not want to take a medicine	65.3%	59.2%	+ 6.1	Single Items
Q12. Doctor or other health provider definitely talked about specific things to do to prevent illness	83.2%	84.4%	- 1.2	Single Items
Q59. Doctor/provider recommended or discussed medication to assist with quitting smoking or using tobacco	74.5%	75.7%	- 1.2	Smoking Cessation
Q10. After regular office hours usually or always got answer to medical question as soon as needed	76.5%	77.8%	- 1.3	Single Items
Q13d. Doctor or other health provider talked about whether there was a period of time when you felt sad, empty or depressed	65.1%	66.5%	- 1.4	Single Items
Q13a. Doctor or other health provider talked about a healthy diet and eating habits	77.8%	79.3%	- 1.5	Single Items
Q24. Usually or always easy to get treatment or counseling you needed for a personal or family problem through your health plan	76.5%	78.3%	- 1.8	Single Items
Q13f. Doctor or other health provider talked about alcohol or other drug use	50.2%	52.8%	- 2.6	Single Items
Q13c. Doctor or other health provider talked about things in your life that worry you or cause you stress	66.7%	70.4%	- 3.7	Single Items
Q56. Received a flu shot or flu spray in the nose since July 1, 2024 [Presented for Respondents 18-64 years old]	71.3%	76.0%	- 4.7	Single Items
Q13e. Doctor or other health provider talked about smoking or using tobacco products	52.0%	57.0%	- 5.0	Single Items

Better
▲
▼
Worse

▲ ▼ Statistically significantly higher/lower than 2023 score.

Methodology

Adults who were current members of a Special Needs Plan, ages 18 to 64, as of July 2025 and who had been enrolled for five out of the last six months were eligible to be randomly selected for the survey. Respondents were surveyed in English or Spanish. The survey was administered over a 12 week period using a mixed-mode (mail and web) five-wave protocol. The protocol consisted of a first questionnaire packet and reminder postcard to all selected members, followed by a second questionnaire packet and reminder postcard to individuals who had not responded to the initial mailings and concluding with a third questionnaire packet to non-responders of both prior mailings. Each cover letter included a member-specific link and a QR code with password for respondents who preferred to complete the survey online.

Survey Milestones

1. 1st questionnaire packets mailed: September 25, 2025
2. 1st Reminder postcards mailed: October 6, 2025
3. 2nd questionnaire packets mailed: October 23, 2025
4. 2nd Reminder postcards mailed: November 3, 2025
5. 3rd questionnaire packets mailed: November 20, 2025
6. Mail and Web field closed: December 18, 2025

Sampling Frame

A stratified random sample of 2,000 adults ages 18-64 was drawn for each of the SNPs. To be eligible, individuals had to be current members who were continuously enrolled in the SNP for at least five out of the last six months as of July 2025

Questionnaire

The instrument selected for the survey, the CAHPS® 5.1H Adult Medicaid core survey, was developed and tested nationally for use in assessing the performance of health plans. The majority of questions addressed domains of member experience such as getting care quickly, doctor communication, overall satisfaction with health care and health plan. The questionnaire was expanded to include 32 supplemental questions of particular interest to the Department. Rounding out the survey was a set of questions collecting demographic data. In total, the questionnaire consisted of 71 questions. A copy of the modified CAHPS® questionnaire can be found in Appendix A.

Selection of Cases for Analysis

Questionnaires were considered complete if respondents did not say 'No' to Question 1 (Our records show that you are now in [HEALTH PLAN NAME]. Is that right?) and if they provided a valid response to at least three of the five questions: Q3, Q31, Q40, Q46, Q52. Complete interviews were obtained from 416 Medicaid managed care members, and the overall project response rate was 24.1%.

Definition of Achievement Scores

Member responses to questionnaire items are summarized as achievement scores. Responses that indicate a positive experience are labeled as achievements, and an achievement score is computed equal to the proportion of responses qualifying as achievements. Since achievement scores for questions represent the proportion of respondents who indicate a positive experience, the lower the achievement score, the greater the need for improvement. See the *Responses by Question* section for assignment of achievement responses for each question.

In general, somewhat positive responses are included with positive responses as achievements. For example, a response of "Usually" or "Always" to the question "How often did you get an appointment for health care at a doctor's office or clinic as soon as you needed?" is considered an achievement, as are responses of "8", "9", or "10" to rating questions.

Composites

Four standard composite scores summarize responses in key areas: Getting Needed Care, Getting Care Quickly, How Well Doctors Communicate and Customer Service. The achievement score for the composite is the average of the achievement scores for the individual items comprising a composite. Following is a list of the questions that comprise each composite:

Getting Needed Care

- Q22. Usually or always easy to get the care, tests, or treatment you needed
- Q41. Usually or always got appointments with a specialist as soon as you needed

Getting Care Quickly

- Q4. Usually or always got urgent care as soon as you needed
- Q6. Usually or always got an appointment for check-up or routine care as soon as you needed

How Well Doctors Communicate

- Q33. Personal doctor usually or always explained things in a way that was easy to understand
- Q34. Personal doctor usually or always listened carefully to you
- Q35. Personal doctor usually or always showed respect for what you had to say
- Q36. Personal doctor usually or always spent enough time with you

Customer Service

- Q47. Health plan customer service usually or always gave information or help you needed
- Q49. Health plan customer service usually or always treated you with courtesy and respect

Correlation to Satisfaction

To understand the relationship between performance and satisfaction in particular areas of member experience, correlations are computed between responses to the performance related questions and each of the ratings questions. The specific correlation computed is Pearson's Correlation Coefficient, which takes on values between -1 to 1. Correlation scores are presented in the *Correlation Analysis* section.

Comparisons: Current Year and Trending

Two types of comparisons are presented. Current year comparisons are found in the *Executive Summary* and *Graphs* sections. In both sections, plan achievement scores are compared to the SNP Total, with statistical testing. The *Executive Summary* presents results for Rating Items and Composites while the *Graphs* section compares all participating SNPs for each performance measure.

Comparisons across time are the focus of the *Trend Analysis* section: all performance-related items in the questionnaire that were trendable were listed in descending order of point change. The *Trend Analysis* section displays, for your plan, the ten items at the top of the list and the ten items at the bottom with the corresponding 2023 and 2025 scores as well as significance testing results. In addition, the *Responses by Question* section presents achievement score point change and significance testing results for each performance item.

Statistical Testing

Statistically significant differences between scores were determined using t-tests. A significance level of .05 or less was considered statistically significant and "↑" or "↓" is placed at the top of the appropriate bar or next to the appropriate achievement score.

Case-Mix Analysis

The majority of achievement scores presented in this report are case-mix adjusted to control for differences in the member population across SNPs. The results for 2025 are case-mix adjusted for age (Q64), health status (Q54) and education (Q66). Case-mix adjustment is applied to mitigate the effect of differences in individual plan's member population. The variables chosen for case-mix adjustment are beyond the control of the managed care plan and have been shown to affect managed care plan and health care ratings. For example, individuals with higher levels of education generally rate lower for satisfaction. Details about the distribution of populations in categories for the three adjusters can be seen in the *Respondent Sample Profile* contained in the *Executive Summary* section.

All achievement scores based on questions in the "About Your Health" and "About You" sections are not case-mix adjusted. Case-mix adjustment is also not applied to the achievement scores for the Question 13 series.

Using this Report

Understanding Achievement Scores

This report is designed to assist the Department and participating health plans in identifying key opportunities to improve members' experiences. Member responses to survey questions are summarized as achievement scores. Responses that indicate a positive experience are labeled as achievements, and an achievement score is computed as the proportion of responses qualifying as positive. For all composites, responses of "Usually" or "Always" are considered achievements. For example, a response of "Usually" or "Always" to the question "How often did you get care as soon as you needed?" is considered a positive response, and the achievement score for this question is equal to the proportion of respondents who answered the question with "Usually" or "Always". Because achievement scores for survey questions are computed as the proportion of members who indicate a positive experience, the lower the achievement score, the greater the need to improve.

Achievement scores are computed and reported for all pertinent questions. In addition, composite scores are built from groups of survey questions that make up broad domains of members' experience: Getting Needed Care, Getting Care Quickly, How Well Doctors Communicate and Customer Service.

Achievement scores based on fewer than 30 observations are suppressed in this report and "NA" is substituted for the result. When relevant, a footnote is presented. Typically, too few responses are due to skip patterns in the questionnaire. Suppressing scores based on a small number of cases ensures that this report includes the most reliable information available.

Understanding the Sections of the Report

The CAHPS® survey results are presented here in a format that is optimized for use in practical decision-making. Specifically, these reports can:

1. Assist the Department and health plans in identifying strengths and weaknesses in quality of health care, access and services, and
2. Provide the Department and health plans with a way to assess where resources can best be allocated to improve experiences.

The remainder of the report is broken into three major sections that are briefly described here to help you make the best use of the report and the information it contains.

Graphs/Results

This section contains a graphic presentation of the SNP Total and plan specific results for each question using achievement scores. Statistical significance, the achievement score, and the number of respondents for each plan are displayed. This depicts plan specific performance compared to the SNP Total and peers. The composites are directly followed by the individual questions that are combined to create composite measures.

Correlation Analysis

The Correlation Analysis section is helpful in understanding how satisfaction in various questions relates to the four standard rating questions (personal doctor, specialist seen most often, all health care, and health plan) for respondents. The charts show which questions are most strongly linked to the rating and the current achievement score. The information helps define what areas are related to satisfaction and how the group or plan performed in that area. The section enables a quick view of how composite questions correlate across ratings.

The correlation analyses are presented two ways. First there are correlations of the top ten highly correlated composite questions to the four rating questions ranked by the highest correlation between the question and rating. This allows a visual picture of clustering of composites across ratings. The second analysis presents the proportion of responses in each response option for each composite question for each individual rating. This lets you see where there may be an opportunity for improvement. For example, if a question correlates highly and has higher proportions of "usually" and "sometimes", improving the processes may move respondents up to "always" to improve not only that composite, but the other rating questions.

Responses by Question

This section provides a breakdown for each question with the number of members responding to the question and the distribution for each available response option. For each question that has responses determined to be positive or negative, there is a colored circle indicating achievement (green circle) or room for improvement (red circle). The circles are based on the response category and are not indicative of areas the plan needs to improve necessarily. For example, "Always" and "Usually" are achievement and "Sometimes" and "Never" are room for improvement. Similarly on a rating question, "8", "9", or "10" are achievement and 0 through 7 are room for improvement. Questions without a colored circle indicate the question is not associated with this type of response determination. For example, asking whether a member needed a service in the past six months does not have an associated achievement score. Achievement scores based on fewer than 30 observations are suppressed and "NA" is substituted for the result. This section provides additional information about volume of members to help you prioritize areas to be addressed.

When applicable, each question is presented with the composite name, the achievement score, correlation with rating of health plan and trend information. The achievement scores are case-mix adjusted while data for each response option are not case-mix adjusted. Achievement scores for the Question 13 series, the "About Your Health" and "About You" sections are not case-mix adjusted.

Graphs/Results

This Graphs/Results contains a graphic presentation of the SNP Total and plan specific results for each question using the achievement scores. Statistical significance, the achievement score, and the number of respondents for each plan are displayed. This depicts plan specific performance compared to various benchmarks or peers. Rating results are followed by composites and the questions that make up each composite. Medical Assistance with Smoking Cessation and Single Items can be found at the end of this section.

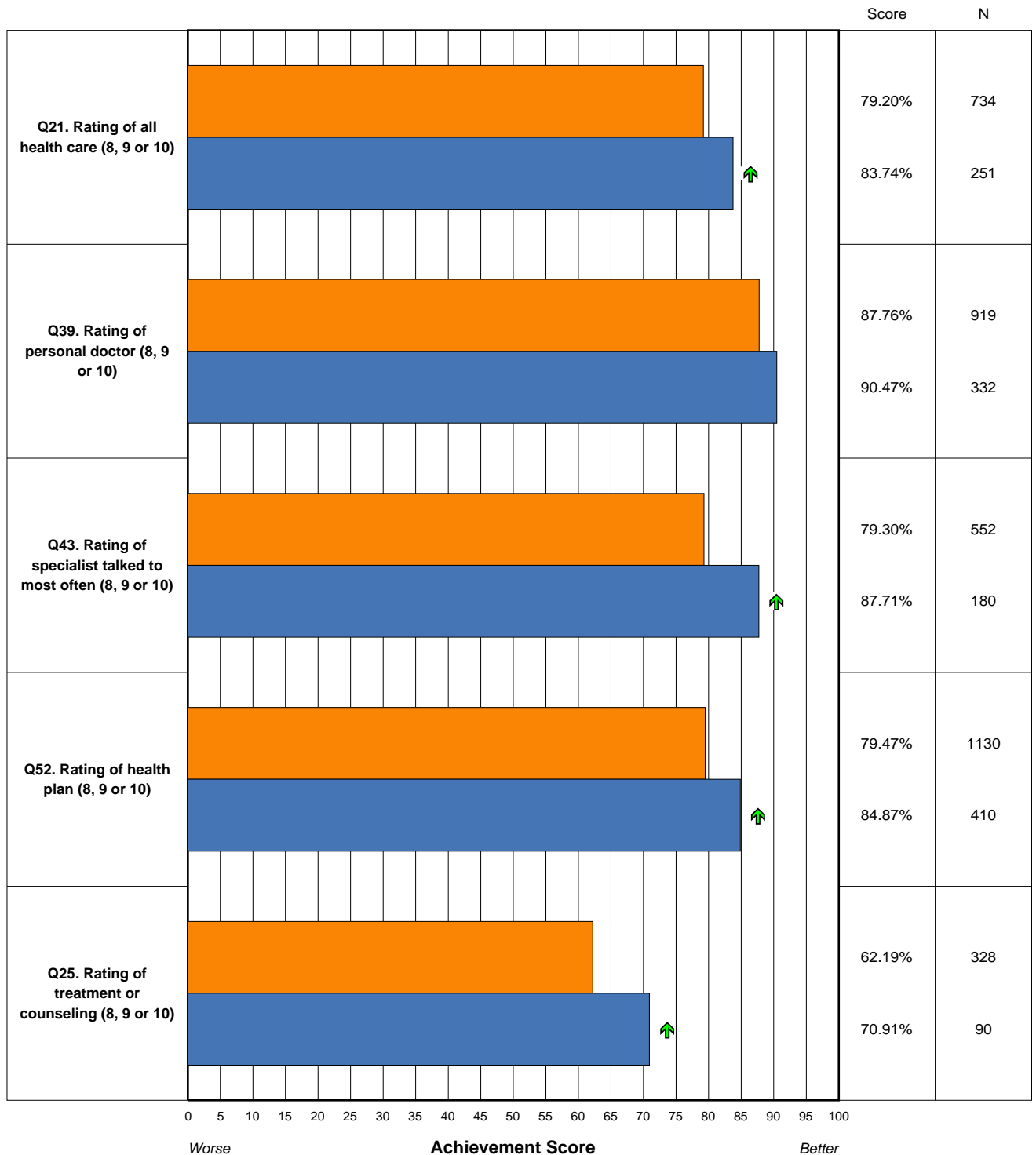
The CAHPS® 5.1H survey uses a 0-10 rating for assessing overall experience with personal doctors, specialists, health care and health plans. In the four ratings graphs, proportions of respondents assigning ratings of "8", "9", or "10" are reported as achievement scores.

Questions that relate to the same broad domain of performance are grouped together for the purpose of reporting. For example, the domain Getting Care Quickly includes questions about how soon appointments were scheduled. Composite achievement scores reflect responses of "Usually" or "Always" for the first four composites. Graphs presenting the results of individual questions that make up the composite score follow the presentation of the composite results.

For full detail of response options for each question and which responses qualify as achievements, please refer to the Responses by Question section.

In this report, results based on fewer than 30 cases are suppressed and "NA" is substituted for the result. When relevant, a footnote is presented.

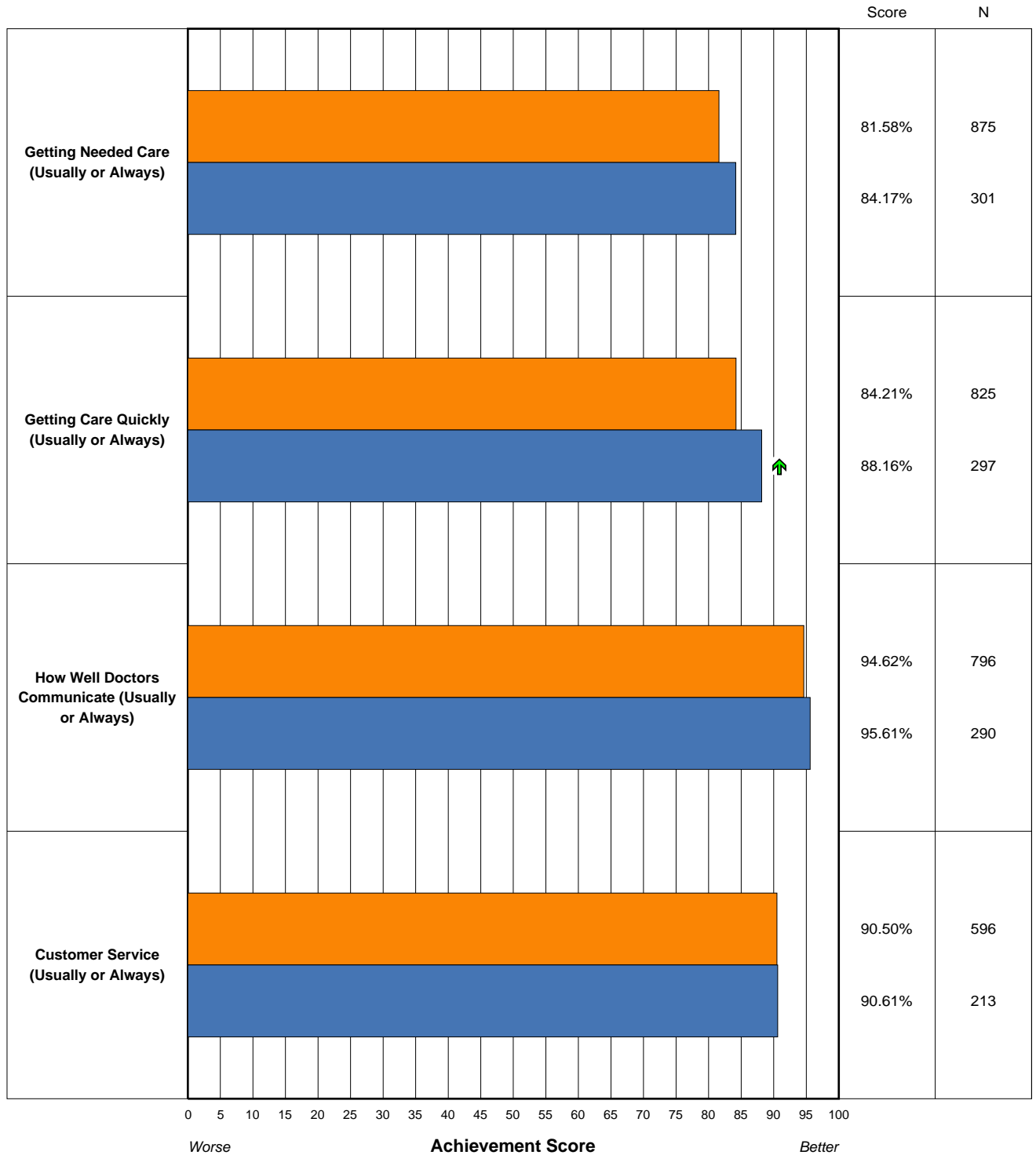
Standard Ratings



Statistically significantly better/worse than Statewide.

SNP Statewide MetroPlus

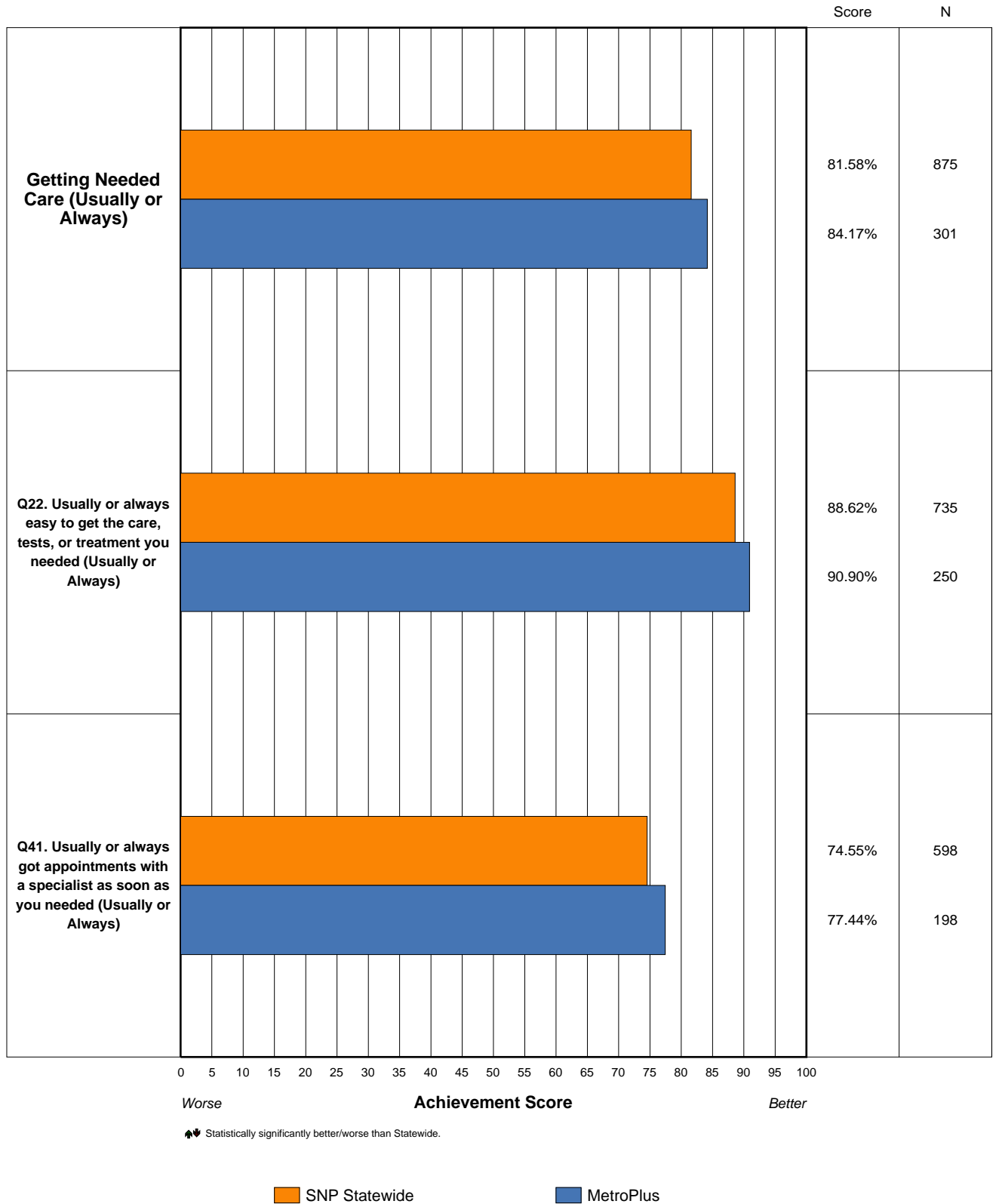
Standard Composites



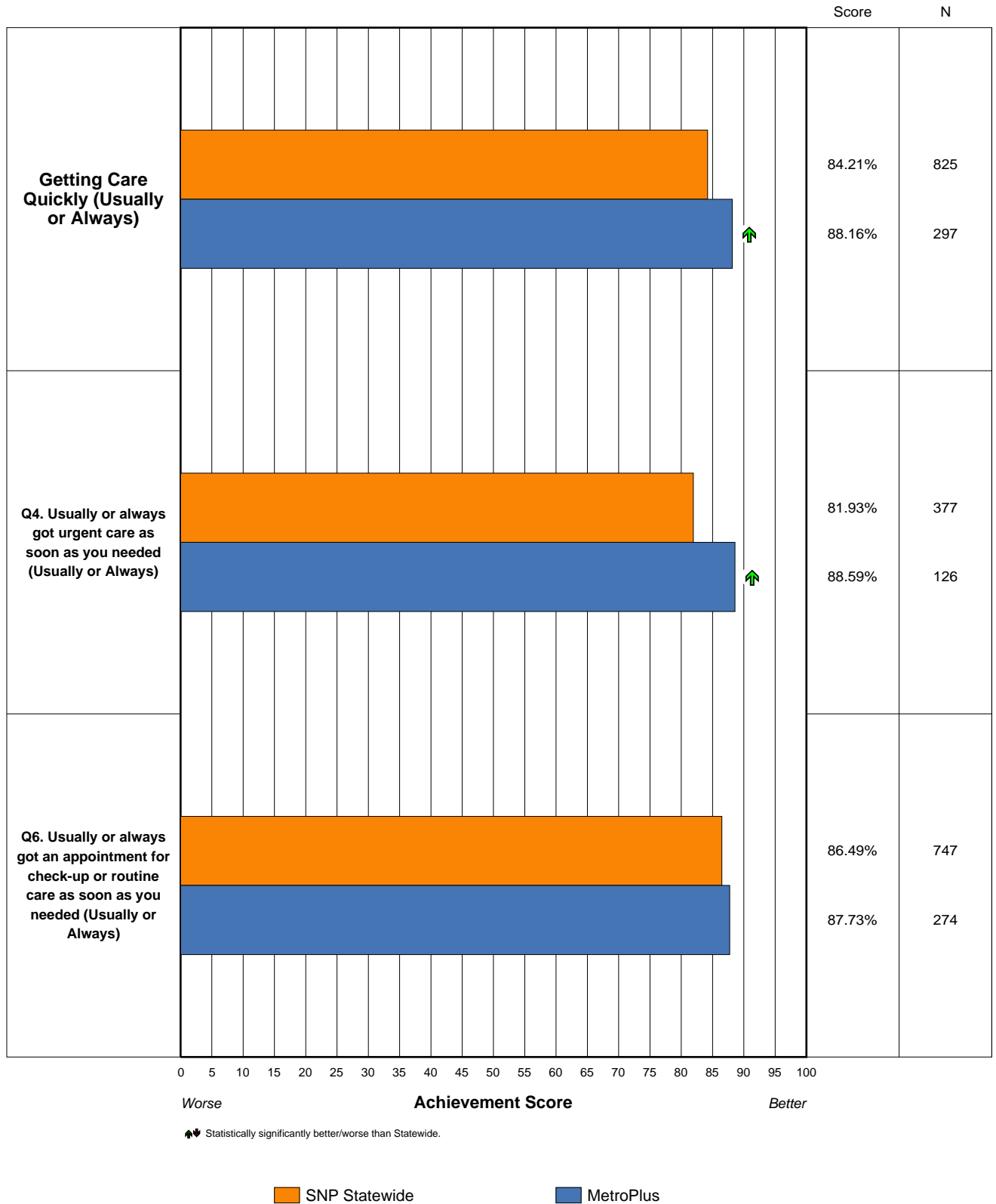
Statistically significantly better/worse than Statewide.

SNP Statewide MetroPlus

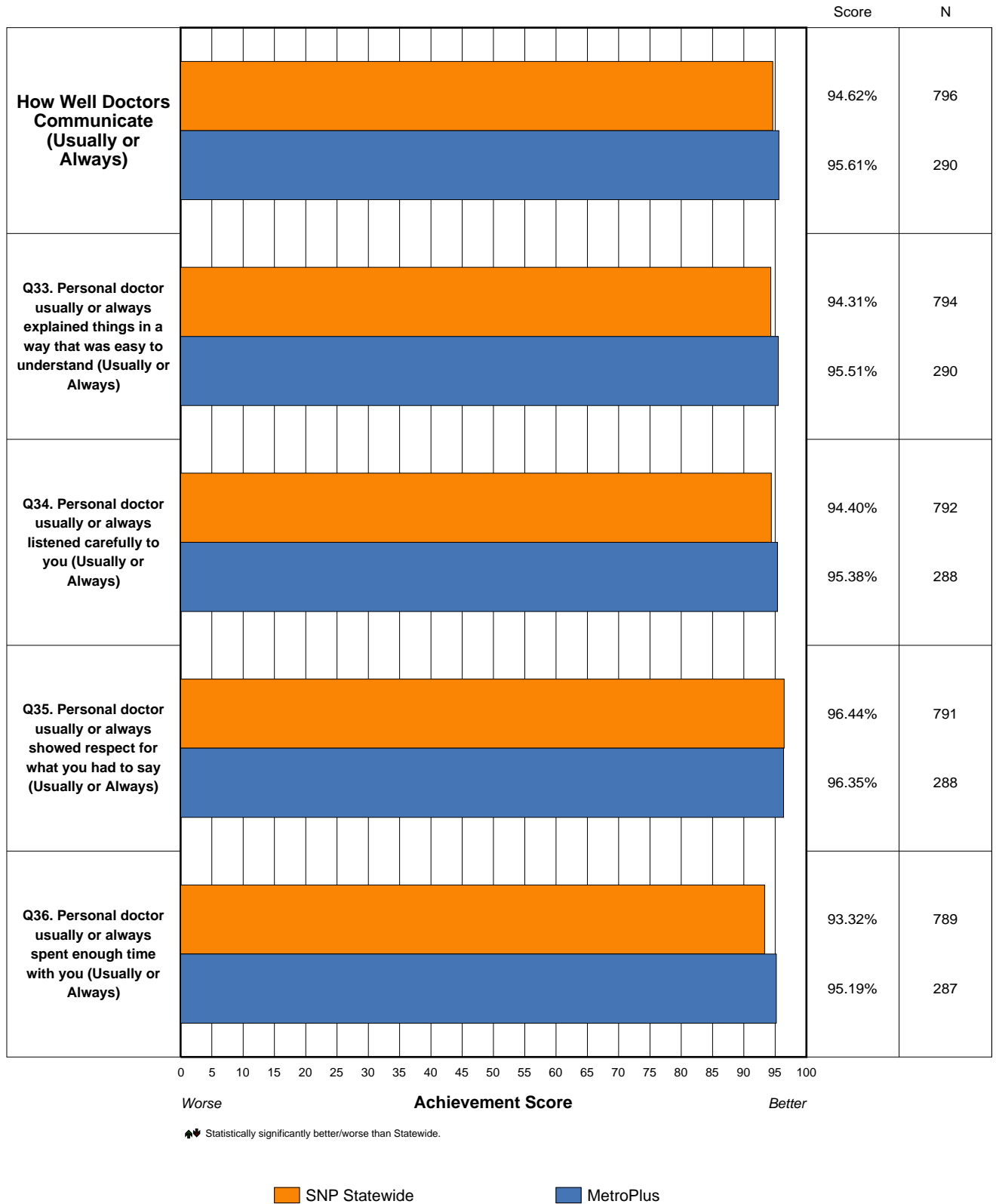
Getting Needed Care



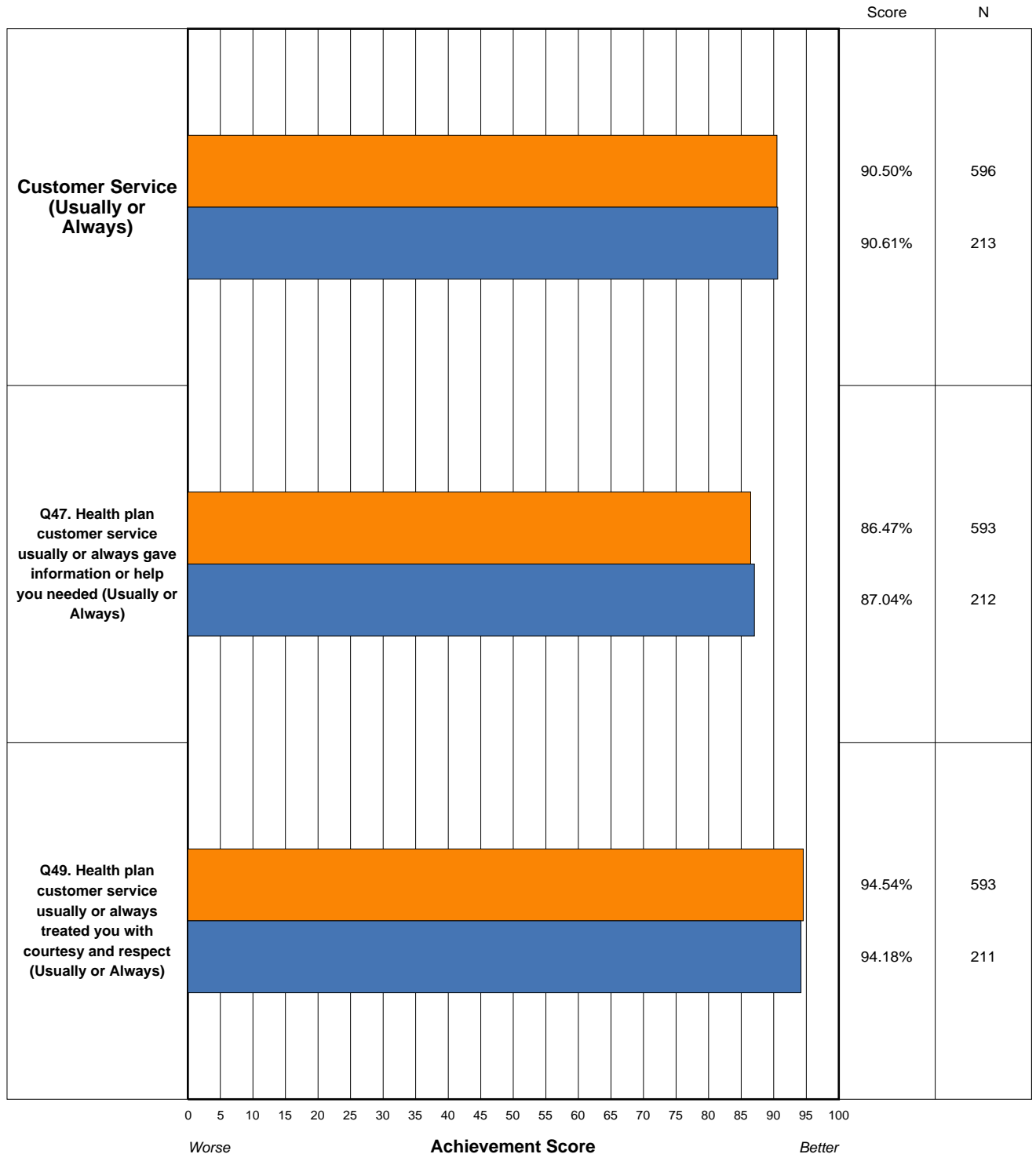
Getting Care Quickly



How Well Doctors Communicate



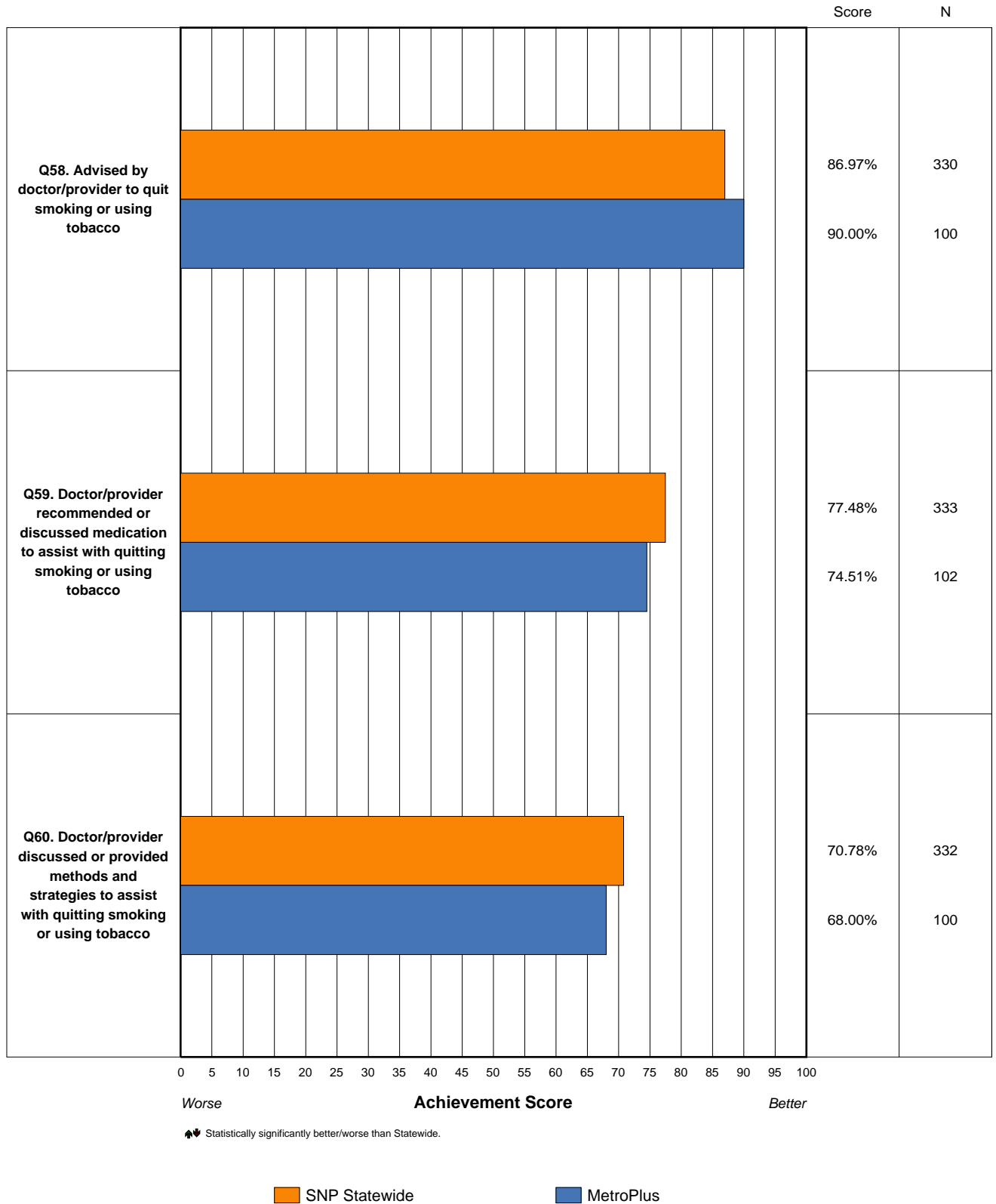
Customer Service



Statistically significantly better/worse than Statewide.

SNP Statewide MetroPlus

Medical Assistance with Smoking Cessation



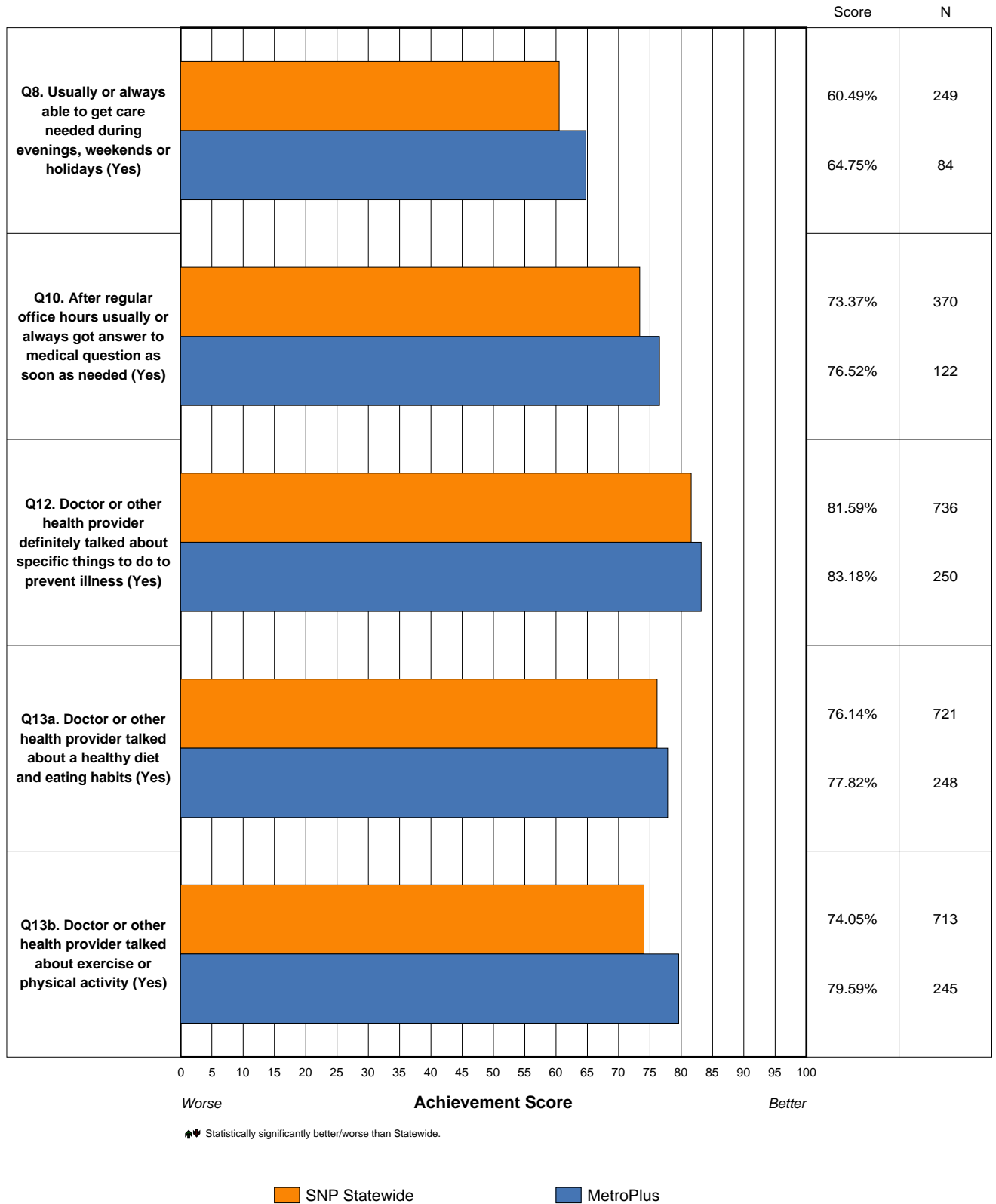
Worse

Achievement Score

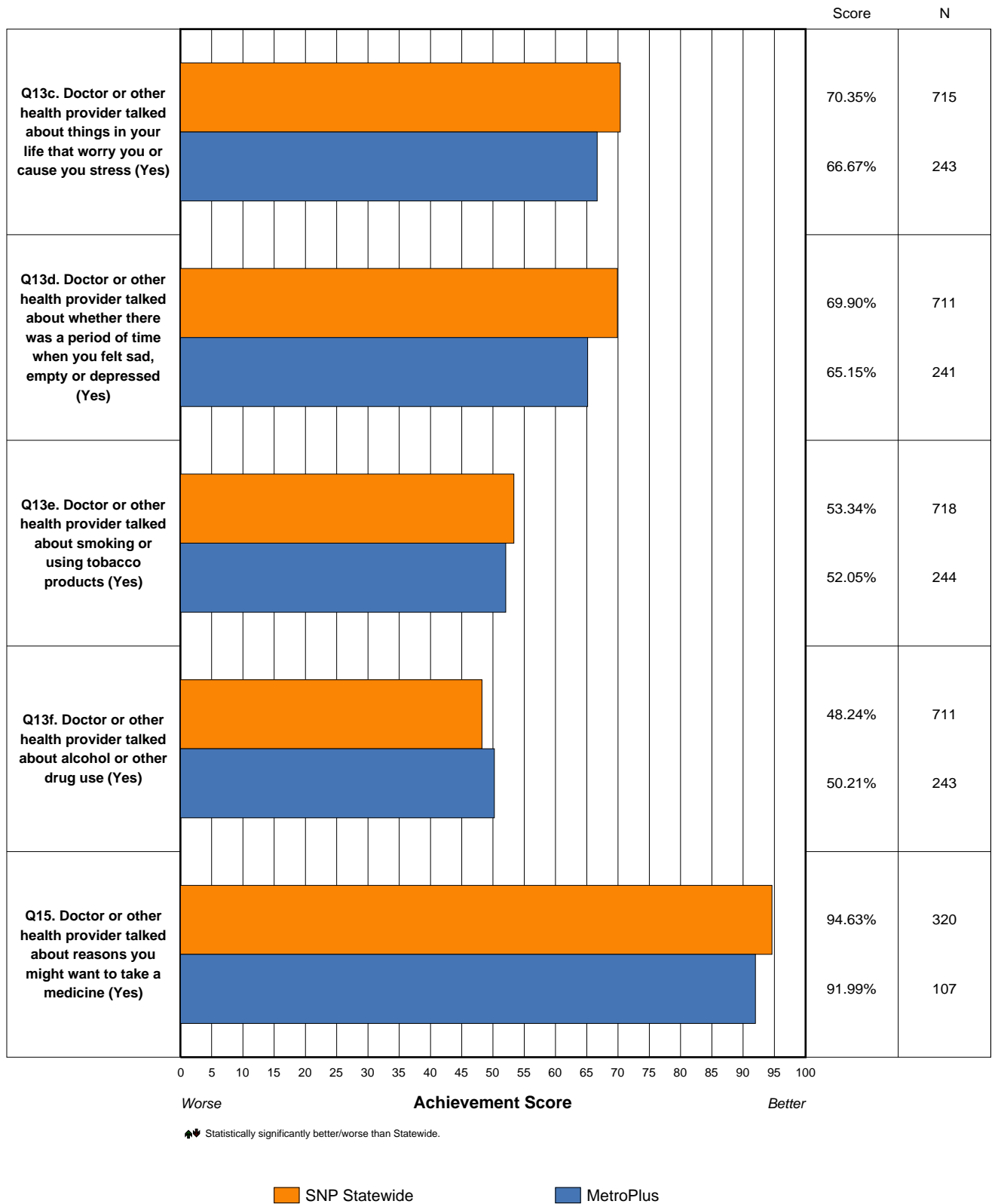
Better

📌 Statistically significantly better/worse than Statewide.

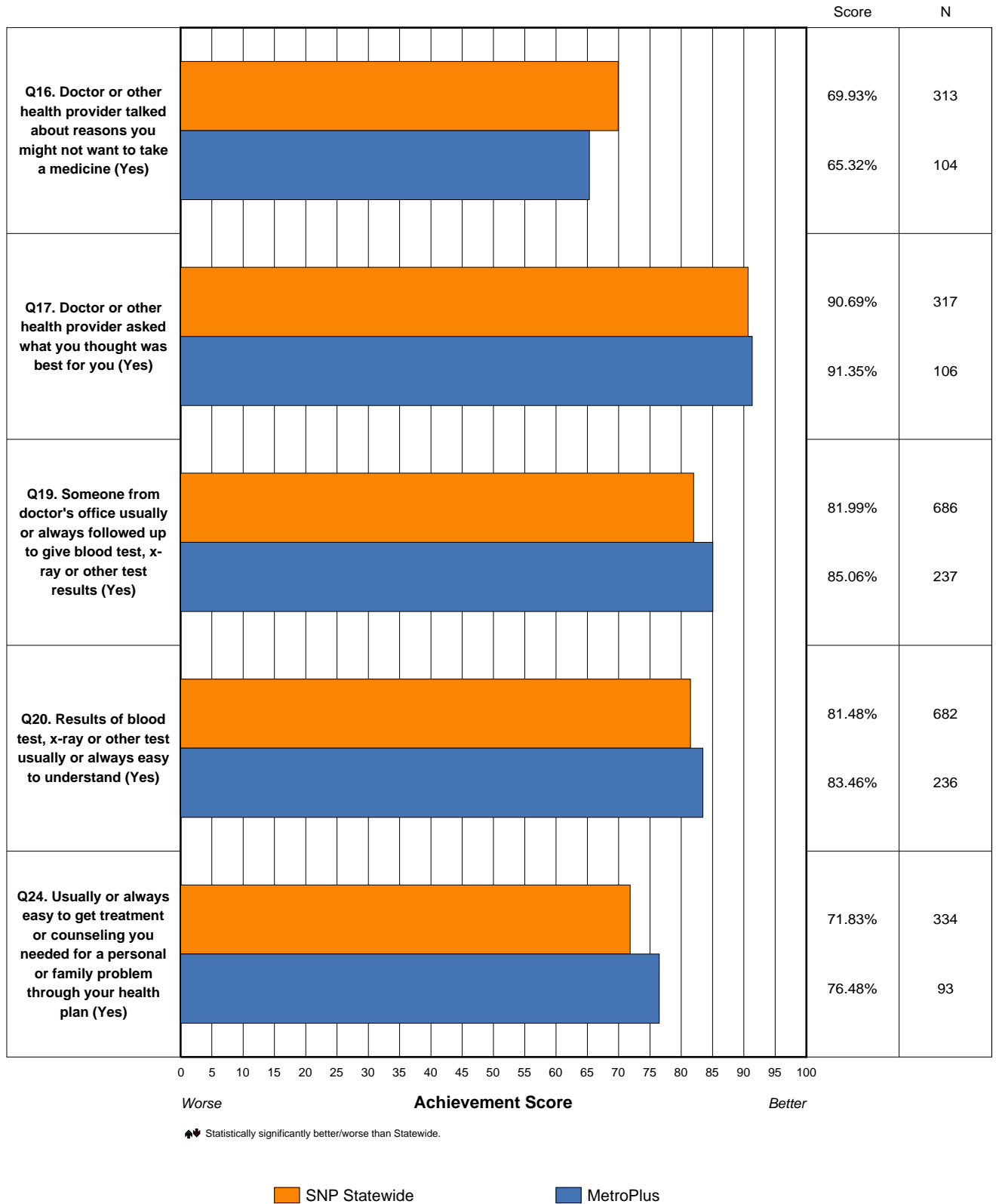
Single Items



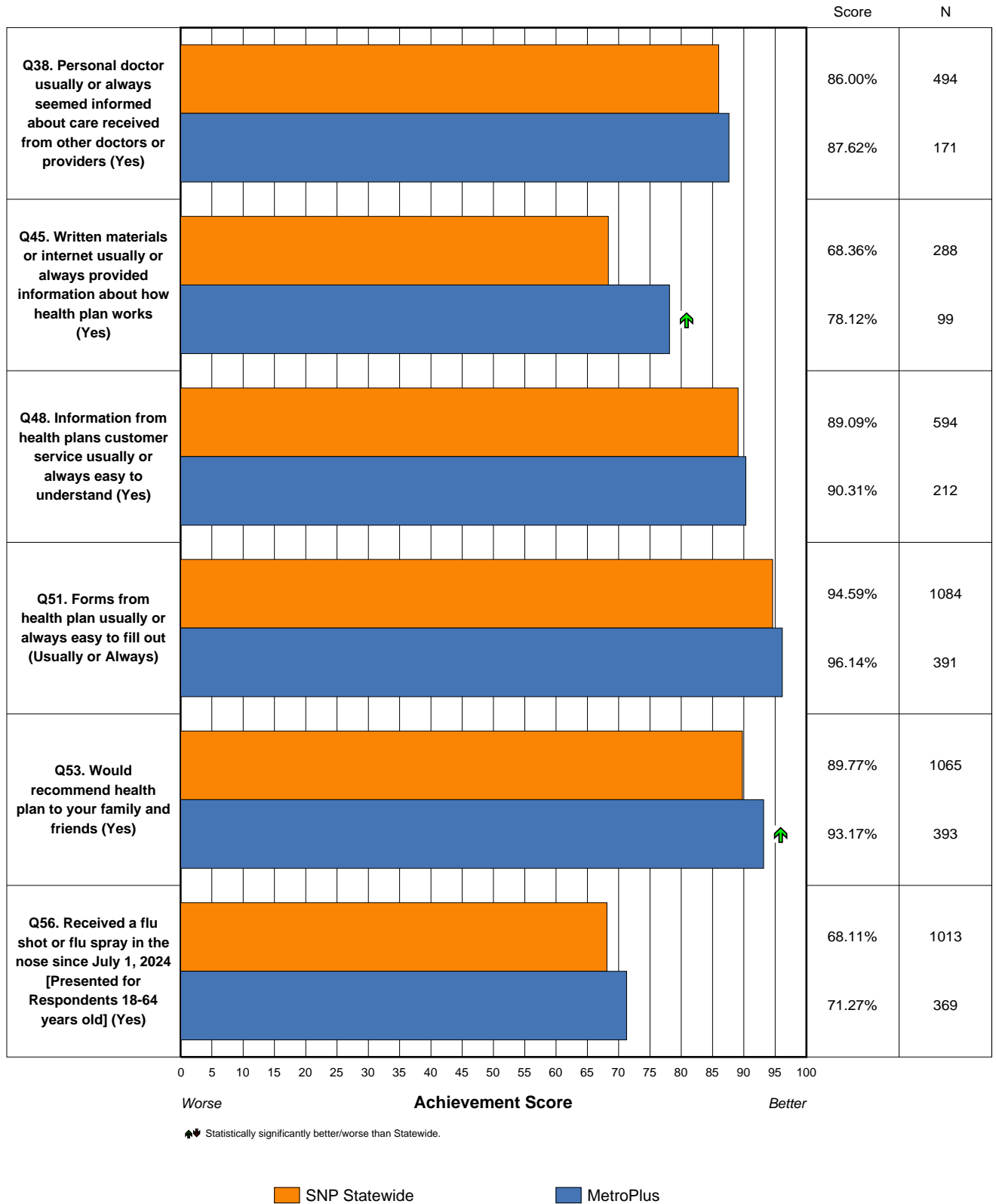
Single Items



Single Items



Single Items



Correlation Analysis

The Correlation Analysis section is helpful in understanding how results in various questions relate to the four standard ratings (personal doctor, specialist seen most often, all health care, and health plan) for respondents. This allows for evaluation of which questions are most strongly linked to the rating and what the current achievement score is. The section can be used for a quick view of how composite questions correlate across ratings.

The correlation analyses are presented two ways. There is a table summarizing correlations of the top ten highly correlated standard composite questions to the four rating questions ranked by the highest correlation between the question and rating. This allows a visual picture of clustering of composites across ratings. Each question in a composite is represented with the individual question number, composite name, achievement score and the correlation value.

Example:

If Getting Needed Care and How Well Doctors Communicate have higher correlations across the ratings, you can see how these aspects are important to members and influence how satisfied they are with their providers, health care, and health plan. Likewise, composites clustered toward the bottom may indicate areas of lower importance to the members. The visual also allows you to see areas where you can improve. If you are performing poorly in Getting Needed Care, and it is important to the members' satisfaction with care, this could be a compelling reason to focus on improving this area. It also lets you see how different questions within a composite correlate individually.

The summary is followed by four tables presenting more detailed data on composite questions for each individual rating. The questions are written out and you can see the proportion of responses for each response option. This lets you see where an opportunity for improvement may lie. For example, if a question correlates highly and has higher proportions of "sometimes" and "never", improving the processes may move respondents up to "always" which will improve not only that composite, but the other rating questions.

Correlation Summary

Corr. Rank	Rating of all health care			Rating of personal doctor			Rating of specialist talked to most often			Rating of health plan			Rating of treatment or counseling		
	Question	Score	Correlation	Question	Score	Correlation	Question	Score	Correlation	Question	Score	Correlation	Question	Score	Correlation
1	Q4 Getting Care Quickly	89%▲	0.56	Q34 Communication	95%	0.63	Q4 Getting Care Quickly	89%▲	0.47	Q47 Customer Service	87%	0.45	Q47 Customer Service	87%	0.48
2	Q35 Communication	96%	0.52	Q35 Communication	96%	0.52	Q34 Communication	95%	0.45	Q22 Getting Needed Care	91%	0.45	Q4 Getting Care Quickly	89%▲	0.45
3	Q22 Getting Needed Care	91%	0.50	Q36 Communication	95%	0.50	Q35 Communication	96%	0.45	Q49 Customer Service	94%	0.40	Q41 Getting Needed Care	77%	0.35
4	Q34 Communication	95%	0.49	Q4 Getting Care Quickly	89%▲	0.48	Q36 Communication	95%	0.43	Q4 Getting Care Quickly	89%▲	0.37	Q22 Getting Needed Care	91%	0.25
5	Q33 Communication	96%	0.42	Q22 Getting Needed Care	91%	0.45	Q22 Getting Needed Care	91%	0.38	Q36 Communication	95%	0.30	Q33 Communication	96%	0.20
6	Q41 Getting Needed Care	77%	0.34	Q33 Communication	96%	0.43	Q33 Communication	96%	0.35	Q34 Communication	95%	0.28	Q6 Getting Care Quickly	88%	0.18
7	Q36 Communication	95%	0.33	Q41 Getting Needed Care	77%	0.28	Q47 Customer Service	87%	0.32	Q35 Communication	96%	0.26	Q36 Communication	95%	0.13
8	Q47 Customer Service	87%	0.31	Q47 Customer Service	87%	0.24	Q41 Getting Needed Care	77%	0.29	Q33 Communication	96%	0.26	Q35 Communication	96%	0.08
9	Q49 Customer Service	94%	0.25	Q49 Customer Service	94%	0.09	Q49 Customer Service	94%	0.29	Q41 Getting Needed Care	77%	0.21	Q34 Communication	95%	0.06
10	Q6 Getting Care Quickly	88%	0.18	Q6 Getting Care Quickly	88%	0.05	Q6 Getting Care Quickly	88%	0.19	Q6 Getting Care Quickly	88%	0.05	Q49 Customer Service	94%	0.04

▲▼ Statistically significantly higher/lower than SNP Statewide 2025.

Rating of all health care

Corr. Rank	Question	Correlation w/ Rating of all health care	Achievement Score	Positive Responses ←————→ Negative Responses			
				Always	Usually	Sometimes	Never
1	Q4. In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?	0.56	89% ▲	61%	27%	10%	2%
2	Q35. In the last 6 months, how often did your personal doctor show respect for what you had to say?	0.52	96%	87%	9%	2%	2%
3	Q22. In the last 6 months, how often was it easy to get the care, tests, or treatment, you needed?	0.50	91%	63%	28%	7%	2%
4	Q34. In the last 6 months, how often did your personal doctor listen carefully to you?	0.49	95%	85%	11%	3%	1%
5	Q33. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?	0.42	96%	86%	10%	4%	0%
6	Q41. In the last 6 months, how often did you get an appointment with a specialist as soon as you needed?	0.34	77%	47%	31%	19%	4%
7	Q36. In the last 6 months, how often did your personal doctor spend enough time with you?	0.33	95%	80%	15%	4%	1%
8	Q47. In the last 6 months, how often did your health plan's customer service give you the information or help you needed?	0.31	87%	65%	22%	12%	1%
9	Q49. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?	0.25	94%	85%	9%	5%	1%
10	Q6. In the last 6 months, how often did you get an appointment for a check-up or routine care as soon as you needed?	0.18	88%	59%	30%	10%	1%

▲ ▼ Statistically significantly higher/lower than SNP Statewide 2025.

Rating of personal doctor

Corr. Rank	Question	Correlation w/ Rating of personal doctor	Achievement Score	Positive Responses ←————→ Negative Responses			
				Always	Usually	Sometimes	Never
1	Q34. In the last 6 months, how often did your personal doctor listen carefully to you?	0.63	95%	85%	11%	3%	1%
2	Q35. In the last 6 months, how often did your personal doctor show respect for what you had to say?	0.52	96%	87%	9%	2%	2%
3	Q36. In the last 6 months, how often did your personal doctor spend enough time with you?	0.50	95%	80%	15%	4%	1%
4	Q4. In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?	0.48	89% ▲	61%	27%	10%	2%
5	Q22. In the last 6 months, how often was it easy to get the care, tests, or treatment, you needed?	0.45	91%	63%	28%	7%	2%
6	Q33. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?	0.43	96%	86%	10%	4%	0%
7	Q41. In the last 6 months, how often did you get an appointment with a specialist as soon as you needed?	0.28	77%	47%	31%	19%	4%
8	Q47. In the last 6 months, how often did your health plan's customer service give you the information or help you needed?	0.24	87%	65%	22%	12%	1%
9	Q49. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?	0.09	94%	85%	9%	5%	1%
10	Q6. In the last 6 months, how often did you get an appointment for a check-up or routine care as soon as you needed?	0.05	88%	59%	30%	10%	1%

▲ ▼ Statistically significantly higher/lower than SNP Statewide 2025.

Rating of specialist talked to most often

Corr. Rank	Question	Correlation w/ Rating of specialist talked to most often	Achievement Score	Positive Responses ←————→ Negative Responses			
				Always	Usually	Sometimes	Never
1	Q4. In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?	0.47	89% ▲	61%	27%	10%	2%
2	Q34. In the last 6 months, how often did your personal doctor listen carefully to you?	0.45	95%	85%	11%	3%	1%
3	Q35. In the last 6 months, how often did your personal doctor show respect for what you had to say?	0.45	96%	87%	9%	2%	2%
4	Q36. In the last 6 months, how often did your personal doctor spend enough time with you?	0.43	95%	80%	15%	4%	1%
5	Q22. In the last 6 months, how often was it easy to get the care, tests, or treatment, you needed?	0.38	91%	63%	28%	7%	2%
6	Q33. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?	0.35	96%	86%	10%	4%	0%
7	Q47. In the last 6 months, how often did your health plan's customer service give you the information or help you needed?	0.32	87%	65%	22%	12%	1%
8	Q41. In the last 6 months, how often did you get an appointment with a specialist as soon as you needed?	0.29	77%	47%	31%	19%	4%
9	Q49. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?	0.29	94%	85%	9%	5%	1%
10	Q6. In the last 6 months, how often did you get an appointment for a check-up or routine care as soon as you needed?	0.19	88%	59%	30%	10%	1%

▲▼ Statistically significantly higher/lower than SNP Statewide 2025.

Rating of health plan

Corr. Rank	Question	Correlation w/ Rating of health plan	Achievement Score	Positive Responses ←————→ Negative Responses			
				Always	Usually	Sometimes	Never
1	Q47. In the last 6 months, how often did your health plan's customer service give you the information or help you needed?	0.45	87%	65%	22%	12%	1%
2	Q22. In the last 6 months, how often was it easy to get the care, tests, or treatment, you needed?	0.45	91%	63%	28%	7%	2%
3	Q49. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?	0.40	94%	85%	9%	5%	1%
4	Q4. In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?	0.37	89% ▲	61%	27%	10%	2%
5	Q36. In the last 6 months, how often did your personal doctor spend enough time with you?	0.30	95%	80%	15%	4%	1%
6	Q34. In the last 6 months, how often did your personal doctor listen carefully to you?	0.28	95%	85%	11%	3%	1%
7	Q35. In the last 6 months, how often did your personal doctor show respect for what you had to say?	0.26	96%	87%	9%	2%	2%
8	Q33. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?	0.26	96%	86%	10%	4%	0%
9	Q41. In the last 6 months, how often did you get an appointment with a specialist as soon as you needed?	0.21	77%	47%	31%	19%	4%
10	Q6. In the last 6 months, how often did you get an appointment for a check-up or routine care as soon as you needed?	0.05	88%	59%	30%	10%	1%

▲ ▼ Statistically significantly higher/lower than SNP Statewide 2025.

Rating of treatment or counseling

Corr. Rank	Question	Correlation w/ Rating of treatment or counseling	Achievement Score	Positive Responses ←————→ Negative Responses			
				Always	Usually	Sometimes	Never
1	Q47. In the last 6 months, how often did your health plan's customer service give you the information or help you needed?	0.48	87%	65%	22%	12%	1%
2	Q4. In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?	0.45	89% ▲	61%	27%	10%	2%
3	Q41. In the last 6 months, how often did you get an appointment with a specialist as soon as you needed?	0.35	77%	47%	31%	19%	4%
4	Q22. In the last 6 months, how often was it easy to get the care, tests, or treatment, you needed?	0.25	91%	63%	28%	7%	2%
5	Q33. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?	0.20	96%	86%	10%	4%	0%
6	Q6. In the last 6 months, how often did you get an appointment for a check-up or routine care as soon as you needed?	0.18	88%	59%	30%	10%	1%
7	Q36. In the last 6 months, how often did your personal doctor spend enough time with you?	0.13	95%	80%	15%	4%	1%
8	Q35. In the last 6 months, how often did your personal doctor show respect for what you had to say?	0.08	96%	87%	9%	2%	2%
9	Q34. In the last 6 months, how often did your personal doctor listen carefully to you?	0.06	95%	85%	11%	3%	1%
10	Q49. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?	0.04	94%	85%	9%	5%	1%

▲ ▼ Statistically significantly higher/lower than SNP Statewide 2025.

Responses by Question

This section presents each question and the distribution for each available response option. For each question that has responses determined to be positive or negative, there is a colored circle indicating achievement (green circle) or room for improvement (red circle). The circles are based on the response category and are not indicative of areas the plan needs to improve necessarily. When applicable, each question is presented with the composite name, the achievement score, the correlation value and trend information. In this section, a t-test is used to determine significant differences across time where 2025 scores are compared to 2023 scores when applicable. A significance level of .05 or less was considered statistically significant and "▲" or "▼" is placed next to the appropriate achievement score change. The achievement scores are case-mix adjusted while data for each response option are not case-mix adjusted. Achievement scores for the Question 13 series, the "About Your Health" and "About You" sections are not case-mix adjusted.

Q1. Our records show that you are now in [Health Plan Name]. Is that right?

	SNP Statewide		MetroPlus Health's Partnership-in-Care	
	N	%	N	%
Yes	1,110	100.0%	404	100.0%
No	0	0.0%	0	0.0%
Total	1,110	100.0%	404	100.0%
Not Answered	39		12	

Your Health Care in the Last 6 Months

Q3. In the last 6 months, did you have an illness, injury, or condition that needed care right away?

	SNP Statewide		MetroPlus Health's Partnership-in-Care	
	N	%	N	%
Yes	398	35.5%	134	32.8%
No	723	64.5%	275	67.2%
Total	1,121	100.0%	409	100.0%
Not Answered	28		7	

Your Health Care in the Last 6 Months (continued)

Q4. In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?

	SNP Statewide		MetroPlus Health's Partnership-in-Care	
	N	%	N	%
Never	11	2.9%	3	2.4%
Sometimes	57	15.1%	12	9.5%
Usually	98	26.0%	34	27.0%
Always	211	56.0%	77	61.1%
Total	377	100.0%	126	100.0%
Not Answered	21		8	
Reporting Category Getting Care Quickly				
Achievement Score	81.93%		88.59%	
2025 vs. 2023: +/- Change (↑↓ Stat. sig.)	+4.9		+7.9	
Correlation with rating of health plan	0.443		0.373	

Q5. In the last 6 months, did you make any in person, phone, or video appointments for a check-up or routine care?

	SNP Statewide		MetroPlus Health's Partnership-in-Care	
	N	%	N	%
Yes	808	72.2%	290	72.1%
No	311	27.8%	112	27.9%
Total	1,119	100.0%	402	100.0%
Not Answered	30		14	

Q6. In the last 6 months, how often did you get an appointment for a check-up or routine care as soon as you needed?

	SNP Statewide		MetroPlus Health's Partnership-in-Care	
	N	%	N	%
Never	12	1.6%	4	1.5%
Sometimes	88	11.8%	28	10.2%
Usually	208	27.8%	81	29.6%
Always	439	58.8%	161	58.8%
Total	747	100.0%	274	100.0%
Not Answered	61		16	
Reporting Category Getting Care Quickly				
Achievement Score	86.49%		87.73%	
2025 vs. 2023: +/- Change (↑↓ Stat. sig.)	+1.7		+6.9 ↑	
Correlation with rating of health plan	0.199		0.048	

■ **Response scored as:** ■ Room for Improvement ■ Achievement

Your Health Care in the Last 6 Months (continued)

Q7. In the last 6 months, did you need care for yourself during evenings, weekends, or holidays?

	SNP Statewide		MetroPlus Health's Partnership-in-Care	
	N	%	N	%
Yes	261	23.5%	88	21.6%
No	851	76.5%	319	78.4%
Total	1,112	100.0%	407	100.0%
Not Answered	37		9	

Q8. In the last 6 months, how often were you able to get the care you needed from a doctor's office or clinic during evenings, weekends, or holidays?

	SNP Statewide		MetroPlus Health's Partnership-in-Care	
	N	%	N	%
■ Never	40	16.1%	12	14.3%
■ Sometimes	59	23.7%	17	20.2%
■ Usually	48	19.3%	15	17.9%
■ Always	102	41.0%	40	47.6%
Total	249	100.0%	84	100.0%
Not Answered	12		4	
Reporting Category	Single Items			
Achievement Score	60.49%		64.75%	
2025 vs. 2023: +/- Change (↑↓ Stat. sig.)	+1.4		+3.0	

Q9. In the last 6 months, did you contact your personal doctor's office or clinic with a medical question after regular office hours?

	SNP Statewide		MetroPlus Health's Partnership-in-Care	
	N	%	N	%
Yes	389	34.7%	130	32.1%
No	732	65.3%	275	67.9%
Total	1,121	100.0%	405	100.0%
Not Answered	28		11	

Your Health Care in the Last 6 Months (continued)

Q10. In the last 6 months, when you contacted your personal doctor's office or clinic after regular office hours, how often did you get an answer to your medical question as soon as you needed?

	SNP Statewide		MetroPlus Health's Partnership-in-Care	
	N	%	N	%
Never	30	8.1%	9	7.4%
Sometimes	67	18.1%	18	14.8%
Usually	71	19.2%	23	18.9%
Always	202	54.6%	72	59.0%
Total	370	100.0%	122	100.0%
Not Answered	19		8	
Reporting Category	Single Items			
Achievement Score	73.37%		76.52%	
2025 vs. 2023: +/- Change (↑↓ Stat. sig.)	+2.8		-1.3	

Q11. In the last 6 months, not counting the times you went to an emergency room, how many times did you get health care for yourself in person, by phone, or by video?

	SNP Statewide		MetroPlus Health's Partnership-in-Care	
	N	%	N	%
None	363	32.5%	150	37.3%
1 time	143	12.8%	50	12.4%
2	166	14.9%	55	13.7%
3	152	13.6%	36	9.0%
4	93	8.3%	37	9.2%
5 to 9	128	11.5%	47	11.7%
10 or more times	71	6.4%	27	6.7%
Total	1,116	100.0%	402	100.0%
Not Answered	33		14	

■ **Response scored as:** ■ Room for Improvement ■ Achievement

Your Health Care in the Last 6 Months (continued)

Q12. In the last 6 months, did you and a doctor or other health provider talk about specific things you could do to prevent illness?

	SNP Statewide		MetroPlus Health's Partnership-in-Care	
	N	%	N	%
■ Yes	601	81.7%	210	84.0%
■ No	135	18.3%	40	16.0%
Total	736	100.0%	250	100.0%
Not Answered	17		2	
Reporting Category Single Items				
Achievement Score	81.59%		83.18%	
2025 vs. 2023: +/- Change (↑↓ Stat. sig.)	+1.2		-1.2	

Q13a. In the last 6 months, did you and a doctor or other health provider talk about... A healthy diet and eating habits?

	SNP Statewide		MetroPlus Health's Partnership-in-Care	
	N	%	N	%
■ Yes	549	76.1%	193	77.8%
■ No	172	23.9%	55	22.2%
Total	721	100.0%	248	100.0%
Not Answered	32		4	
Reporting Category Single Items				
Achievement Score	76.14%		77.82%	
2025 vs. 2023: +/- Change (↑↓ Stat. sig.)	+3.2		-1.5	

Q13b. In the last 6 months, did you and a doctor or other health provider talk about... Exercise or physical activity?

	SNP Statewide		MetroPlus Health's Partnership-in-Care	
	N	%	N	%
■ Yes	528	74.1%	195	79.6%
■ No	185	25.9%	50	20.4%
Total	713	100.0%	245	100.0%
Not Answered	40		7	
Reporting Category Single Items				
Achievement Score	74.05%		79.59%	
2025 vs. 2023: +/- Change (↑↓ Stat. sig.)	+1.7		+0.3	

■ **Response scored as:** ■ Room for Improvement ■ Achievement

Your Health Care in the Last 6 Months (continued)

Q13c. In the last 6 months, did you and a doctor or other health provider talk about... Things in your life that worry you or cause you stress?

	SNP Statewide		MetroPlus Health's Partnership-in-Care	
	N	%	N	%
■ Yes	503	70.3%	162	66.7%
■ No	212	29.7%	81	33.3%
Total	715	100.0%	243	100.0%
Not Answered	38		9	
Reporting Category Single Items				
Achievement Score	70.35%		66.67%	
2025 vs. 2023: +/- Change (↑↓ Stat. sig.)	+1.1		-3.7	

Q13d. In the last 6 months, did you and a doctor or other health provider talk about... Whether you felt sad, empty or depressed?

	SNP Statewide		MetroPlus Health's Partnership-in-Care	
	N	%	N	%
■ Yes	497	69.9%	157	65.1%
■ No	214	30.1%	84	34.9%
Total	711	100.0%	241	100.0%
Not Answered	42		11	
Reporting Category Single Items				
Achievement Score	69.90%		65.15%	
2025 vs. 2023: +/- Change (↑↓ Stat. sig.)	+3.7		-1.4	

Q13e. In the last 6 months, did you and a doctor or other health provider talk about... Smoking or using tobacco products?

	SNP Statewide		MetroPlus Health's Partnership-in-Care	
	N	%	N	%
■ Yes	383	53.3%	127	52.0%
■ No	335	46.7%	117	48.0%
Total	718	100.0%	244	100.0%
Not Answered	35		8	
Reporting Category Single Items				
Achievement Score	53.34%		52.05%	
2025 vs. 2023: +/- Change (↑↓ Stat. sig.)	-0.1		-5.0	

■ **Response scored as:** ■ Room for Improvement ■ Achievement

Your Health Care in the Last 6 Months (continued)

Q13f. In the last 6 months, did you and a doctor or other health provider talk about... Alcohol or other drug use?

	SNP Statewide		MetroPlus Health's Partnership-in-Care	
	N	%	N	%
■ Yes	343	48.2%	122	50.2%
■ No	368	51.8%	121	49.8%
Total	711	100.0%	243	100.0%
Not Answered	42		9	
Reporting Category	Single Items			
Achievement Score	48.24%		50.21%	
2025 vs. 2023: +/- Change (↑↓ Stat. sig.)	+2.7		-2.6	

Q14. In the last 6 months, did you and a doctor or other health care provider talk about starting or stopping a prescription medicine?

	SNP Statewide		MetroPlus Health's Partnership-in-Care	
	N	%	N	%
Yes	325	44.8%	108	44.1%
No	401	55.2%	137	55.9%
Total	726	100.0%	245	100.0%
Not Answered	27		7	

Q15. Did you and a doctor or other health provider talk about the reasons you might want to take a medicine?

	SNP Statewide		MetroPlus Health's Partnership-in-Care	
	N	%	N	%
■ Yes	303	94.7%	98	91.6%
■ No	17	5.3%	9	8.4%
Total	320	100.0%	107	100.0%
Not Answered	5		1	
Reporting Category	Single Items			
Achievement Score	94.63%		91.99%	
2025 vs. 2023: +/- Change (↑↓ Stat. sig.)	+2.0		+2.0	

Your Health Care in the Last 6 Months (continued)

Q16. Did you and a doctor or other health provider talk about the reasons you might not want to take a medicine?

	SNP Statewide		MetroPlus Health's Partnership-in-Care	
	N	%	N	%
■ Yes	219	70.0%	67	64.4%
■ No	94	30.0%	37	35.6%
Total	313	100.0%	104	100.0%
Not Answered	12		4	
Reporting Category Single Items				
Achievement Score	69.93%		65.32%	
2025 vs. 2023: +/- Change (↑↓ Stat. sig.)	+0.2		+6.1	

Q17. When you talked about starting or stopping a prescription medicine, did a doctor or other health provider ask you what was best for you?

	SNP Statewide		MetroPlus Health's Partnership-in-Care	
	N	%	N	%
■ Yes	288	90.9%	97	91.5%
■ No	29	9.1%	9	8.5%
Total	317	100.0%	106	100.0%
Not Answered	8		2	
Reporting Category Single Items				
Achievement Score	90.69%		91.35%	
2025 vs. 2023: +/- Change (↑↓ Stat. sig.)	+6.6 ↑		+9.8	

Q18. In the last 6 months, did a doctor or other health provider order a blood test, x-ray or other test for you?

	SNP Statewide		MetroPlus Health's Partnership-in-Care	
	N	%	N	%
Yes	700	94.9%	242	96.8%
No	38	5.1%	8	3.2%
Total	738	100.0%	250	100.0%
Not Answered	15		2	

Your Health Care in the Last 6 Months (continued)

Q19. When a doctor or other health provider ordered a blood test, x-ray or other test for you, how often did someone from this doctor's office follow up to give you those results?

	SNP Statewide		MetroPlus Health's Partnership-in-Care	
	N	%	N	%
Never	51	7.4%	19	8.0%
Sometimes	70	10.2%	15	6.3%
Usually	124	18.1%	48	20.3%
Always	441	64.3%	155	65.4%
Total	686	100.0%	237	100.0%
Not Answered	14		5	
Reporting Category		Single Items		
Achievement Score		81.99%	85.06%	
2025 vs. 2023: +/- Change (↑↓ Stat. sig.)		+1.7	+1.7	

Q20. In the last 6 months, how often were the results of your blood test, x-ray or other test easy to understand?

	SNP Statewide		MetroPlus Health's Partnership-in-Care	
	N	%	N	%
Never	36	5.3%	12	5.1%
Sometimes	88	12.9%	25	10.6%
Usually	186	27.3%	58	24.6%
Always	372	54.5%	141	59.7%
Total	682	100.0%	236	100.0%
Not Answered	18		6	
Reporting Category		Single Items		
Achievement Score		81.48%	83.46%	
2025 vs. 2023: +/- Change (↑↓ Stat. sig.)		+1.1	+3.0	

Response scored as: ■ Room for Improvement ■ Achievement

Your Health Care in the Last 6 Months (continued)

Q21. Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate all your health care in the last 6 months?

	SNP Statewide		MetroPlus Health's Partnership-in-Care	
	N	%	N	%
■ Worst health care possible	4	0.5%	2	0.8%
■ 1	1	0.1%	1	0.4%
■ 2	1	0.1%	0	0.0%
■ 3	9	1.2%	2	0.8%
■ 4	7	1.0%	2	0.8%
■ 5	32	4.4%	9	3.6%
■ 6	42	5.7%	6	2.4%
■ 7	55	7.5%	16	6.4%
■ 8	121	16.5%	30	12.0%
■ 9	147	20.0%	65	25.9%
■ Best health care possible	315	42.9%	118	47.0%
Total	734	100.0%	251	100.0%
Not Answered	19		1	
Reporting Category	Ratings			
Achievement Score	79.20%		83.74%	
2025 vs. 2023: +/- Change (▲▼ Stat. sig.)	+4.2		+5.1	
Correlation with rating of health plan	0.580		0.479	

Q22. In the last 6 months, how often was it easy to get the care, tests, or treatment, you needed?

	SNP Statewide		MetroPlus Health's Partnership-in-Care	
	N	%	N	%
■ Never	13	1.8%	5	2.0%
■ Sometimes	68	9.3%	17	6.8%
■ Usually	208	28.3%	71	28.4%
■ Always	446	60.7%	157	62.8%
Total	735	100.0%	250	100.0%
Not Answered	18		2	
Reporting Category	Getting Needed Care			
Achievement Score	88.62%		90.90%	
2025 vs. 2023: +/- Change (▲▼ Stat. sig.)	+3.5 ▲		+3.5	
Correlation with rating of health plan	0.445		0.446	

■ **Response scored as:** ■ Room for Improvement ■ Achievement

Your Health Care in the Last 6 Months (continued)

Q23. In the last 6 months, did you need any emotional or mental health treatment or counseling for a personal or family problem?

	SNP Statewide		MetroPlus Health's Partnership-in-Care	
	N	%	N	%
Yes	348	31.2%	98	24.0%
No	766	68.8%	310	76.0%
Total	1,114	100.0%	408	100.0%
Not Answered	35		8	

Q24. In the last 6 months, how often was it easy to get the emotional or mental health treatment or counseling you needed through your health plan?

	SNP Statewide		MetroPlus Health's Partnership-in-Care	
	N	%	N	%
■ Never	35	10.5%	11	11.8%
■ Sometimes	61	18.3%	10	10.8%
■ Usually	68	20.4%	20	21.5%
■ Always	170	50.9%	52	55.9%
Total	334	100.0%	93	100.0%
Not Answered	14		5	
Reporting Category	Single Items			
Achievement Score	71.83%		76.48%	
2025 vs. 2023: +/- Change (↑↓ Stat. sig.)	+1.6		-1.8	

Your Health Care in the Last 6 Months (continued)

Q25. Using any number from 0 to 10, where 0 is the worst treatment or counseling possible and 10 is the best treatment or counseling possible, what number would you use to rate all your emotional or mental health treatment or counseling in the last 6 months?

	SNP Statewide		MetroPlus Health's Partnership-in-Care	
	N	%	N	%
■ Worst treatment possible	17	5.2%	4	4.4%
■ 1	0	0.0%	0	0.0%
■ 2	7	2.1%	1	1.1%
■ 3	11	3.4%	3	3.3%
■ 4	13	4.0%	1	1.1%
■ 5	28	8.5%	5	5.6%
■ 6	19	5.8%	5	5.6%
■ 7	33	10.1%	7	7.8%
■ 8	35	10.7%	9	10.0%
■ 9	45	13.7%	16	17.8%
■ Best treatment possible	120	36.6%	39	43.3%
Total	328	100.0%	90	100.0%
Not Answered	20		8	
Reporting Category	Ratings			
Achievement Score	62.19%		70.91%	
2025 vs. 2023: +/- Change (▲▼ Stat. sig.)	+0.7		+3.2	
Correlation with rating of health plan	0.537		0.537	

Q26. In the last 6 months, did you need any treatment or counseling for alcohol use, drug use or other addiction?

	SNP Statewide		MetroPlus Health's Partnership-in-Care	
	N	%	N	%
Yes	96	8.7%	27	6.7%
No	1,013	91.3%	375	93.3%
Total	1,109	100.0%	402	100.0%
Not Answered	40		14	

Q27. In the last 6 months, how often was it easy to get the alcohol, drug or addiction treatment or counseling you needed through your health plan?

	SNP Statewide		MetroPlus Health's Partnership-in-Care	
	N	%	N	%
Never	16	17.4%	4	16.0%
Sometimes	16	17.4%	3	12.0%
Usually	15	16.3%	4	16.0%
Always	45	48.9%	14	56.0%
Total	92	100.0%	25	100.0%
Not Answered	4		2	

■ **Response scored as:** ■ Room for Improvement ■ Achievement

Your Health Care in the Last 6 Months (continued)

Q28. Sometimes counseling or mental health treatment can include taking medicine. In the last 6 months, did you take any medicine because of how you were feeling or for personal problems?

	SNP Statewide		MetroPlus Health's Partnership-in-Care	
	N	%	N	%
Yes	54	63.5%	17	70.8%
No	31	36.5%	7	29.2%
Total	85	100.0%	24	100.0%
Not Answered	11		3	

Q29. In the last 6 months, how difficult was it for you to get your prescriptions for these mental health medicines as soon as you needed?

	SNP Statewide		MetroPlus Health's Partnership-in-Care	
	N	%	N	%
Extremely difficult	5	9.8%	2	12.5%
Very difficult	3	5.9%	0	0.0%
Somewhat difficult	7	13.7%	0	0.0%
Not very difficult	12	23.5%	6	37.5%
Not at all difficult	24	47.1%	8	50.0%
Total	51	100.0%	16	100.0%
Not Answered	3		1	

Q30. Using any number from 0 to 10, where 0 is the worst treatment or counseling possible and 10 is the best treatment or counseling possible, what number would you use to rate all your alcohol, drug or addiction treatment or counseling in the last 6 months?

	SNP Statewide		MetroPlus Health's Partnership-in-Care	
	N	%	N	%
Worst treatment possible	4	4.5%	0	0.0%
1	3	3.4%	1	4.2%
2	3	3.4%	1	4.2%
3	4	4.5%	0	0.0%
4	3	3.4%	0	0.0%
5	6	6.8%	2	8.3%
6	3	3.4%	1	4.2%
7	8	9.1%	3	12.5%
8	12	13.6%	2	8.3%
9	10	11.4%	2	8.3%
Best treatment possible	32	36.4%	12	50.0%
Total	88	100.0%	24	100.0%
Not Answered	8		3	

Your Personal Doctor

Q31. A personal doctor is the one you would talk to if you need a check-up, want advice about a health problem, or get sick or hurt. Do you have a personal doctor?

	SNP Statewide		MetroPlus Health's Partnership-in-Care	
	N	%	N	%
Yes	980	87.6%	359	88.9%
No	139	12.4%	45	11.1%
Total	1,119	100.0%	404	100.0%
Not Answered	30		12	

Q32. In the last 6 months, how many times did you have an in person, phone, or video visit with your personal doctor about your health?

	SNP Statewide		MetroPlus Health's Partnership-in-Care	
	N	%	N	%
None	122	13.3%	45	13.4%
1 time	208	22.6%	72	21.5%
2	253	27.5%	98	29.3%
3	128	13.9%	41	12.2%
4	84	9.1%	26	7.8%
5 to 9	81	8.8%	34	10.1%
10 or more times	43	4.7%	19	5.7%
Total	919	100.0%	335	100.0%
Not Answered	61		24	

Q33. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?

	SNP Statewide		MetroPlus Health's Partnership-in-Care	
	N	%	N	%
■ Never	5	0.6%	0	0.0%
■ Sometimes	39	4.9%	12	4.1%
■ Usually	111	14.0%	29	10.0%
■ Always	639	80.5%	249	85.9%
Total	794	100.0%	290	100.0%
Not Answered	3		0	
Reporting Category	Communication			
Achievement Score	94.31%		95.51%	
2025 vs. 2023: +/- Change (▲▼ Stat. sig.)	+1.4		+3.5	
Correlation with rating of health plan	0.328		0.256	

■ **Response scored as:** ■ Room for Improvement ■ Achievement

Your Personal Doctor (continued)

Q34. In the last 6 months, how often did your personal doctor listen carefully to you?

	SNP Statewide		MetroPlus Health's Partnership-in-Care	
	N	%	N	%
Never	11	1.4%	4	1.4%
Sometimes	34	4.3%	9	3.1%
Usually	100	12.6%	31	10.8%
Always	647	81.7%	244	84.7%
Total	792	100.0%	288	100.0%
Not Answered	5		2	
Reporting Category	Communication			
Achievement Score	94.40%		95.38%	
2025 vs. 2023: +/- Change (↑↓ Stat. sig.)	+0.4		-0.1	
Correlation with rating of health plan	0.338		0.283	

Q35. In the last 6 months, how often did your personal doctor show respect for what you had to say?

	SNP Statewide		MetroPlus Health's Partnership-in-Care	
	N	%	N	%
Never	12	1.5%	5	1.7%
Sometimes	18	2.3%	5	1.7%
Usually	84	10.6%	27	9.4%
Always	677	85.6%	251	87.2%
Total	791	100.0%	288	100.0%
Not Answered	6		2	
Reporting Category	Communication			
Achievement Score	96.44%		96.35%	
2025 vs. 2023: +/- Change (↑↓ Stat. sig.)	+1.6		+1.7	
Correlation with rating of health plan	0.306		0.262	

■ **Response scored as:** ■ Room for Improvement ■ Achievement

Your Personal Doctor (continued)

Q36. In the last 6 months, how often did your personal doctor spend enough time with you?

	SNP Statewide		MetroPlus Health's Partnership-in-Care	
	N	%	N	%
Never	9	1.1%	2	0.7%
Sometimes	44	5.6%	11	3.8%
Usually	141	17.9%	43	15.0%
Always	595	75.4%	231	80.5%
Total	789	100.0%	287	100.0%
Not Answered	8		3	
Reporting Category Communication				
Achievement Score	93.32%		95.19%	
2025 vs. 2023: +/- Change (↑↓ Stat. sig.)	+2.1		+3.2	
Correlation with rating of health plan	0.335		0.296	

Q37. In the last 6 months, did you get care from a doctor or other health provider besides your personal doctor?

	SNP Statewide		MetroPlus Health's Partnership-in-Care	
	N	%	N	%
Yes	506	64.9%	174	61.5%
No	274	35.1%	109	38.5%
Total	780	100.0%	283	100.0%
Not Answered	17		7	

Q38. In the last 6 months, how often did your personal doctor seem informed and up-to-date about the care you got from these doctors or other health providers?

	SNP Statewide		MetroPlus Health's Partnership-in-Care	
	N	%	N	%
Never	24	4.9%	12	7.0%
Sometimes	41	8.3%	7	4.1%
Usually	108	21.9%	31	18.1%
Always	321	65.0%	121	70.8%
Total	494	100.0%	171	100.0%
Not Answered	12		3	
Reporting Category Single Items				
Achievement Score	86.00%		87.62%	
2025 vs. 2023: +/- Change (↑↓ Stat. sig.)	-1.1		+1.0	

■ **Response scored as:** ■ Room for Improvement ■ Achievement

Your Personal Doctor (continued)

Q39. Using any number from 0 to 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible, what number would you use to rate your personal doctor?

	SNP Statewide		MetroPlus Health's Partnership-in-Care	
	N	%	N	%
■ Worst personal doctor possible	3	0.3%	2	0.6%
■ 1	4	0.4%	0	0.0%
■ 2	5	0.5%	0	0.0%
■ 3	8	0.9%	3	0.9%
■ 4	7	0.8%	1	0.3%
■ 5	17	1.8%	4	1.2%
■ 6	14	1.5%	4	1.2%
■ 7	53	5.8%	17	5.1%
■ 8	81	8.8%	21	6.3%
■ 9	152	16.5%	48	14.5%
■ Best personal doctor possible	575	62.6%	232	69.9%
Total	919	100.0%	332	100.0%
Not Answered	61		27	
Reporting Category	Ratings			
Achievement Score	87.76%		90.47%	
2025 vs. 2023: +/- Change (▲▼ Stat. sig.)	+1.6		+3.0	
Correlation with rating of health plan	0.565		0.481	

Getting Health Care From Specialists

Q40. Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care. In the last 6 months, did you make any appointments with a specialist?

	SNP Statewide		MetroPlus Health's Partnership-in-Care	
	N	%	N	%
Yes	621	56.2%	207	51.8%
No	484	43.8%	193	48.3%
Total	1,105	100.0%	400	100.0%
Not Answered	44		16	

■ **Response scored as:** ■ Room for Improvement ■ Achievement

Getting Health Care From Specialists (continued)

Q41. In the last 6 months, how often did you get an appointment with a specialist as soon as you needed?

	SNP Statewide		MetroPlus Health's Partnership-in-Care	
	N	%	N	%
■ Never	25	4.2%	7	3.5%
■ Sometimes	128	21.4%	37	18.7%
■ Usually	180	30.1%	61	30.8%
■ Always	265	44.3%	93	47.0%
Total	598	100.0%	198	100.0%
Not Answered	23		9	
Reporting Category	Getting Needed Care			
Achievement Score	74.55%		77.44%	
2025 vs. 2023: +/- Change (▲▼ Stat. sig.)	+3.7		+7.6	
Correlation with rating of health plan	0.361		0.209	

Q42. How many specialists have you talked to in the last 6 months?

	SNP Statewide		MetroPlus Health's Partnership-in-Care	
	N	%	N	%
None	38	6.4%	16	8.1%
1 specialist	189	31.6%	60	30.5%
2	175	29.3%	59	29.9%
3	95	15.9%	32	16.2%
4	67	11.2%	18	9.1%
5 or more specialists	34	5.7%	12	6.1%
Total	598	100.0%	197	100.0%
Not Answered	23		10	

■ **Response scored as:** ■ Room for Improvement ■ Achievement

Getting Health Care From Specialists (continued)

Q43. We want to know your rating of the specialist you talked to most often in the last 6 months. Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate that specialist?

	SNP Statewide		MetroPlus Health's Partnership-in-Care	
	N	%	N	%
■ Worst specialist possible	3	0.5%	1	0.6%
■ 1	3	0.5%	0	0.0%
■ 2	3	0.5%	0	0.0%
■ 3	7	1.3%	2	1.1%
■ 4	7	1.3%	1	0.6%
■ 5	23	4.2%	3	1.7%
■ 6	23	4.2%	7	3.9%
■ 7	45	8.2%	7	3.9%
■ 8	84	15.2%	29	16.1%
■ 9	104	18.8%	34	18.9%
■ Best specialist possible	250	45.3%	96	53.3%
Total	552	100.0%	180	100.0%
Not Answered	8		1	
Reporting Category	Ratings			
Achievement Score	79.30%		87.71%	
2025 vs. 2023: +/- Change (▲▼ Stat. sig.)	+2.6		+12.9 ▲	
Correlation with rating of health plan	0.594		0.474	

Your Health Plan

Q44. In the last 6 months, did you look for any information in written materials or on the Internet about how your health plan works?

	SNP Statewide		MetroPlus Health's Partnership-in-Care	
	N	%	N	%
Yes	298	26.7%	103	25.6%
No	819	73.3%	300	74.4%
Total	1,117	100.0%	403	100.0%
Not Answered	32		13	

■ **Response scored as:** ■ Room for Improvement ■ Achievement

Your Health Plan (continued)

Q45. In the last 6 months, how often did the written materials or the Internet provide the information you needed about how your health plan works?

	SNP Statewide		MetroPlus Health's Partnership-in-Care	
	N	%	N	%
Never	14	4.9%	1	1.0%
Sometimes	76	26.4%	21	21.2%
Usually	90	31.3%	37	37.4%
Always	108	37.5%	40	40.4%
Total	288	100.0%	99	100.0%
Not Answered	10		4	
Reporting Category Single Items				
Achievement Score	68.36%		78.12%	
2025 vs. 2023: +/- Change (↑↓ Stat. sig.)	+3.2		+13.0	

Q46. In the last 6 months, did you get information or help from your health plan's customer service?

	SNP Statewide		MetroPlus Health's Partnership-in-Care	
	N	%	N	%
Yes	621	55.8%	224	55.9%
No	491	44.2%	177	44.1%
Total	1,112	100.0%	401	100.0%
Not Answered	37		15	

Q47. In the last 6 months, how often did your health plan's customer service give you the information or help you needed?

	SNP Statewide		MetroPlus Health's Partnership-in-Care	
	N	%	N	%
Never	9	1.5%	3	1.4%
Sometimes	71	12.0%	25	11.8%
Usually	147	24.8%	47	22.2%
Always	366	61.7%	137	64.6%
Total	593	100.0%	212	100.0%
Not Answered	28		12	
Reporting Category Customer Service				
Achievement Score	86.47%		87.04%	
2025 vs. 2023: +/- Change (↑↓ Stat. sig.)	+4.7 ↑		+6.7	
Correlation with rating of health plan	0.503		0.453	

■ **Response scored as:** ■ Room for Improvement ■ Achievement

Your Health Plan (continued)

Q48. In the last 6 months, how often was the information you got from your health plan's customer service easy to understand?

	SNP Statewide		MetroPlus Health's Partnership-in-Care	
	N	%	N	%
Never	11	1.9%	3	1.4%
Sometimes	56	9.4%	18	8.5%
Usually	148	24.9%	43	20.3%
Always	379	63.8%	148	69.8%
Total	594	100.0%	212	100.0%
Not Answered	27		12	
Reporting Category		Single Items		
Achievement Score	89.09%		90.31%	
2025 vs. 2023: +/- Change (↑↓ Stat. sig.)	+6.2 ↑		+8.4 ↑	

Q49. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?

	SNP Statewide		MetroPlus Health's Partnership-in-Care	
	N	%	N	%
Never	6	1.0%	2	0.9%
Sometimes	28	4.7%	11	5.2%
Usually	70	11.8%	19	9.0%
Always	489	82.5%	179	84.8%
Total	593	100.0%	211	100.0%
Not Answered	28		13	
Reporting Category		Customer Service		
Achievement Score	94.54%		94.18%	
2025 vs. 2023: +/- Change (↑↓ Stat. sig.)	+0.9		+2.1	
Correlation with rating of health plan	0.361		0.400	

Q50. In the last 6 months, did your health plan give you any forms to fill out?

	SNP Statewide		MetroPlus Health's Partnership-in-Care	
	N	%	N	%
Yes	378	34.2%	94	23.7%
No	728	65.8%	303	76.3%
Total	1,106	100.0%	397	100.0%
Not Answered	43		19	

■ **Response scored as:** ■ Room for Improvement ■ Achievement

Your Health Plan (continued)

Q51. In the last 6 months, how often were the forms from your health plan easy to fill out?

	SNP Statewide		MetroPlus Health's Partnership-in-Care	
	N	%	N	%
Never	9	0.8%	2	0.5%
Sometimes	51	4.7%	13	3.3%
Usually	99	9.1%	28	7.2%
Always	925	85.3%	348	89.0%
Total	1,084	100.0%	391	100.0%
Not Answered	22		6	
Reporting Category	Single Items			
Achievement Score	94.59%		96.14%	

Q52. Using any number from 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible, what number would you use to rate your health plan?

	SNP Statewide		MetroPlus Health's Partnership-in-Care	
	N	%	N	%
Worst health plan possible	10	0.9%	1	0.2%
1	5	0.4%	0	0.0%
2	8	0.7%	0	0.0%
3	8	0.7%	3	0.7%
4	16	1.4%	3	0.7%
5	32	2.8%	10	2.4%
6	39	3.5%	7	1.7%
7	108	9.6%	36	8.8%
8	155	13.7%	58	14.1%
9	202	17.9%	74	18.0%
Best health plan possible	547	48.4%	218	53.2%
Total	1,130	100.0%	410	100.0%
Not Answered	19		6	
Reporting Category	Ratings			
Achievement Score	79.47%		84.87%	
2025 vs. 2023: +/- Change (↑↓ Stat. sig.)	+3.2		+6.9 ↑	

Response scored as: Room for Improvement Achievement

Your Health Plan (continued)

Q53. Would you recommend your health plan to your family and friends?

	SNP Statewide		MetroPlus Health's Partnership-in-Care	
	N	%	N	%
■ Yes	963	90.4%	368	93.6%
■ No	102	9.6%	25	6.4%
Total	1,065	100.0%	393	100.0%
Not Answered	84		23	
Reporting Category				
Single Items				
Achievement Score	89.77%		93.17%	
2025 vs. 2023: +/- Change (↑↓ Stat. sig.)	+3.2 ↑		+3.3	

About Your Health

Q54. In general, how would you rate your overall health?

	SNP Statewide		MetroPlus Health's Partnership-in-Care	
	N	%	N	%
Excellent	182	16.2%	72	17.6%
Very Good	280	24.9%	101	24.6%
Good	363	32.2%	137	33.4%
Fair	253	22.5%	85	20.7%
Poor	48	4.3%	15	3.7%
Total	1,126	100.0%	410	100.0%
Not Answered	23		6	

Q55. In general, how would you rate your overall mental or emotional health?

	SNP Statewide		MetroPlus Health's Partnership-in-Care	
	N	%	N	%
Excellent	225	19.9%	97	23.8%
Very Good	252	22.3%	106	26.0%
Good	346	30.6%	123	30.1%
Fair	243	21.5%	66	16.2%
Poor	63	5.6%	16	3.9%
Total	1,129	100.0%	408	100.0%
Not Answered	20		8	

■ **Response scored as:** ■ Room for Improvement ■ Achievement

About Your Health (continued)

Q56. Have you had a flu shot or flu spray since September 1, 2024? [Presented for Respondents 18-64 years old]

	SNP Statewide		MetroPlus Health's Partnership-in-Care	
	N	%	N	%
■ Yes	690	68.1%	263	71.3%
■ No	323	31.9%	106	28.7%
Don't Know	42		12	
Total	1,013	100.0%	369	100.0%
Not Answered	18		7	
Reporting Category Single Items				
Achievement Score	68.11%		71.27%	
2025 vs. 2023: +/- Change (↑↓ Stat. sig.)	-7.9 ↓		-4.7	

Q57. Do you now smoke cigarettes or use tobacco every day, some days or not at all?

	SNP Statewide		MetroPlus Health's Partnership-in-Care	
	N	%	N	%
Every day	177	15.8%	57	14.1%
Some days	165	14.7%	48	11.9%
Not at all	741	66.2%	284	70.3%
Don't Know	37	3.3%	15	3.7%
Total	1,120	100.0%	404	100.0%
Not Answered	29		12	

Q58. In the last 6 months, how often were you advised to quit smoking or using tobacco by a doctor or other health provider in your plan?

	SNP Statewide		MetroPlus Health's Partnership-in-Care	
	N	%	N	%
■ Never	43	13.0%	10	10.0%
■ Sometimes	79	23.9%	26	26.0%
■ Usually	64	19.4%	20	20.0%
■ Always	144	43.6%	44	44.0%
Total	330	100.0%	100	100.0%
Not Answered	12		5	
Reporting Category Smoking Cessation				
Achievement Score	86.97%		90.00%	
2025 vs. 2023: +/- Change (↑↓ Stat. sig.)	0.0		+1.3	

■ **Response scored as:** ■ Room for Improvement ■ Achievement

About Your Health (continued)

Q59. In the last 6 months, how often was medication recommended or discussed by a doctor or health provider to assist you with quitting smoking or using tobacco? Examples of medication are: nicotine gum, patch, nasal spray, inhaler, or prescription medication.

	SNP Statewide		MetroPlus Health's Partnership-in-Care	
	N	%	N	%
Never	75	22.5%	26	25.5%
Sometimes	80	24.0%	24	23.5%
Usually	63	18.9%	20	19.6%
Always	115	34.5%	32	31.4%
Total	333	100.0%	102	100.0%
Not Answered	9		3	
Reporting Category Smoking Cessation				
Achievement Score	77.48%		74.51%	
2025 vs. 2023: +/- Change (↑↓ Stat. sig.)	+3.2		-1.2	

Q60. In the last 6 months, how often did your doctor or health provider discuss or provide methods and strategies other than medication to assist you with quitting smoking or using tobacco? Examples of methods and strategies are: telephone helpline, individual or group counseling, or cessation program.

	SNP Statewide		MetroPlus Health's Partnership-in-Care	
	N	%	N	%
Never	97	29.2%	32	32.0%
Sometimes	72	21.7%	20	20.0%
Usually	55	16.6%	19	19.0%
Always	108	32.5%	29	29.0%
Total	332	100.0%	100	100.0%
Not Answered	10		5	
Reporting Category Smoking Cessation				
Achievement Score	70.78%		68.00%	
2025 vs. 2023: +/- Change (↑↓ Stat. sig.)	+2.6		+2.6	

Q61. Are you aware that you have any of the following conditions?

	SNP Statewide		MetroPlus Health's Partnership-in-Care	
	N	%	N	%
High cholesterol	486	55.0%	176	54.2%
High blood pressure	506	57.2%	188	57.8%
Parent or sibling with a heart attack before the age of 60	147	16.6%	47	14.5%
Total	884	100.0%	325	100.0%
Not Answered	265		91	

■ **Response scored as:** ■ Room for Improvement ■ Achievement

About Your Health (continued)

Q62. Has a doctor ever told you that you have any of the following conditions?

	SNP Statewide		MetroPlus Health's Partnership-in-Care	
	N	%	N	%
A heart attack	44	7.4%	12	5.3%
Angina or coronary heart disease	72	12.1%	21	9.2%
A stroke	52	8.7%	11	4.8%
Any kind of diabetes or high blood sugar	355	59.6%	142	62.3%
Total	596	100.0%	228	100.0%
Not Answered	553		188	

Q63a. Do any of the following conditions affect you right now ... Cancer?

	SNP Statewide		MetroPlus Health's Partnership-in-Care	
	N	%	N	%
Yes	59	6.8%	17	5.4%
No	814	93.2%	299	94.6%
Total	873	100.0%	316	100.0%
Not Answered	276		100	

Q63b. Do any of the following conditions affect you right now ... Arthritis?

	SNP Statewide		MetroPlus Health's Partnership-in-Care	
	N	%	N	%
Yes	374	39.7%	140	40.3%
No	568	60.3%	207	59.7%
Total	942	100.0%	347	100.0%
Not Answered	207		69	

Q63c. Do any of the following conditions affect you right now ... Asthma?

	SNP Statewide		MetroPlus Health's Partnership-in-Care	
	N	%	N	%
Yes	248	27.4%	84	25.3%
No	656	72.6%	248	74.7%
Total	904	100.0%	332	100.0%
Not Answered	245		84	

About Your Health (continued)

Q63d. Do any of the following conditions affect you right now ... Overweight?

	SNP Statewide		MetroPlus Health's Partnership-in-Care	
	N	%	N	%
Yes	246	27.5%	86	26.2%
No	647	72.5%	242	73.8%
Total	893	100.0%	328	100.0%
Not Answered	256		88	

Q63e. Do any of the following conditions affect you right now ... Depression?

	SNP Statewide		MetroPlus Health's Partnership-in-Care	
	N	%	N	%
Yes	416	43.4%	120	34.8%
No	543	56.6%	225	65.2%
Total	959	100.0%	345	100.0%
Not Answered	190		71	

Q63f. Do any of the following conditions affect you right now ... Drinking or other drug problems?

	SNP Statewide		MetroPlus Health's Partnership-in-Care	
	N	%	N	%
Yes	95	10.6%	27	8.3%
No	798	89.4%	297	91.7%
Total	893	100.0%	324	100.0%
Not Answered	256		92	

Q63g. Do any of the following conditions affect you right now ... Emotional problems or mental illness?

	SNP Statewide		MetroPlus Health's Partnership-in-Care	
	N	%	N	%
Yes	306	33.2%	83	25.0%
No	617	66.8%	249	75.0%
Total	923	100.0%	332	100.0%
Not Answered	226		84	

About Your Health (continued)

Q63h. Do any of the following conditions affect you right now ... Other medical conditions lasting more than three months?

	SNP Statewide		MetroPlus Health's Partnership-in-Care	
	N	%	N	%
Yes	490	50.6%	172	48.7%
No	478	49.4%	181	51.3%
Total	968	100.0%	353	100.0%
Not Answered	181		63	

About You

Q64. What is your age?

	SNP Statewide		MetroPlus Health's Partnership-in-Care	
	N	%	N	%
18 to 24	11	1.0%	2	0.5%
25 to 34	63	5.6%	16	3.9%
35 to 44	128	11.4%	55	13.5%
45 to 54	226	20.1%	80	19.7%
55 to 64	602	53.6%	221	54.3%
65 to 74	84	7.5%	28	6.9%
75 or older	9	0.8%	5	1.2%
Total	1,123	100.0%	407	100.0%
Not Answered	26		9	

Q65. What is your current gender identity?

	SNP Statewide		MetroPlus Health's Partnership-in-Care	
	N	%	N	%
Male	679	60.2%	251	61.5%
Female	368	32.7%	148	36.3%
Genderqueer, Gender Non-Binary, Transgender, or Other	80	7.1%	9	2.2%
Total	1,127	100.0%	408	100.0%
Not Answered	22		8	

About You (continued)

Q66. What is the highest grade or level of school that you have completed?

	SNP Statewide		MetroPlus Health's Partnership-in-Care	
	N	%	N	%
8th grade or less	130	11.7%	54	13.4%
Some high school but did not graduate	253	22.7%	96	23.9%
High school graduate or GED	343	30.8%	121	30.1%
Some college or 2-year degree	241	21.6%	78	19.4%
4-year college graduate	99	8.9%	37	9.2%
More than 4-year college degree	48	4.3%	16	4.0%
Total	1,114	100.0%	402	100.0%
Not Answered	35		14	

Q67. How well do you speak English?

	SNP Statewide		MetroPlus Health's Partnership-in-Care	
	N	%	N	%
Very well	715	63.6%	235	57.6%
Well	224	19.9%	92	22.5%
Not well	137	12.2%	58	14.2%
Not at all	49	4.4%	23	5.6%
Total	1,125	100.0%	408	100.0%
Not Answered	24		8	

Q68. Do you speak a language other than English at home?

	SNP Statewide		MetroPlus Health's Partnership-in-Care	
	N	%	N	%
Yes	545	49.3%	205	50.7%
No	560	50.7%	199	49.3%
Total	1,105	100.0%	404	100.0%
Not Answered	44		12	

Q69. What is the language spoken at home?

	SNP Statewide		MetroPlus Health's Partnership-in-Care	
	N	%	N	%
Spanish	371	74.1%	121	65.8%
Other	130	25.9%	63	34.2%
Total	501	100.0%	184	100.0%
Not Answered	44		21	

About You (continued)

Q70. Are you of Hispanic or Latino origin or descent?

	SNP Statewide		MetroPlus Health's Partnership-in-Care	
	N	%	N	%
Yes, Hispanic or Latino	522	48.1%	170	43.6%
No, Not Hispanic or Latino	563	51.9%	220	56.4%
Total	1,085	100.0%	390	100.0%
Not Answered	64		26	

Q71. What is your race?

	SNP Statewide		MetroPlus Health's Partnership-in-Care	
	N	%	N	%
White	260	24.0%	73	18.4%
Black or African-American	496	45.7%	198	50.0%
American Indian or Alaska Native	43	4.0%	9	2.3%
Other	345	31.8%	122	30.8%
Chinese	10	0.9%	2	0.5%
Japanese	4	0.4%	0	0.0%
Filipino	6	0.6%	2	0.5%
Korean	5	0.5%	0	0.0%
Vietnamese	5	0.5%	0	0.0%
Asian Indian	10	0.9%	5	1.3%
Laotian	9	0.8%	1	0.3%
Cambodian	4	0.4%	0	0.0%
Bangladeshi	3	0.3%	0	0.0%
Hmong	2	0.2%	0	0.0%
Indonesian	5	0.5%	1	0.3%
Malaysian	4	0.4%	0	0.0%
Pakistani	3	0.3%	0	0.0%
Sri Lankan	4	0.4%	1	0.3%
Taiwanese	4	0.4%	1	0.3%
Nepalese	3	0.3%	0	0.0%
Burmese	4	0.4%	0	0.0%
Thai	6	0.6%	2	0.5%
Hawaiian	5	0.5%	1	0.3%
Guamanian/Chamorro	3	0.3%	1	0.3%
Samoan	3	0.3%	0	0.0%
Fijian	2	0.2%	0	0.0%
Tongan	3	0.3%	0	0.0%
Total	1,085	100.0%	396	100.0%
Not Answered	64		20	



All information that would let someone identify you will be kept private. The New York State Department of Health and DataStat will not share your personal information with anyone without your OK. You may choose to answer this survey or not. If you choose not to, this will not affect the benefits you get.

Your responses to this survey are completely confidential. Once you complete the survey, place it in the envelope that was provided, seal the envelope, and return the envelope to DataStat.

You may notice a barcode number on the front of this survey. This number is ONLY used to let us know if you returned your survey so we don't send you reminders.

If you want to know more about this study, please call 1-877-455-3394.

SURVEY INSTRUCTIONS

- Please be sure to fill the response circle completely. Use only black or blue ink or dark pencil to complete the survey.



Incorrect Marks



- You are sometimes told to skip over some questions in the survey. When this happens you will see an arrow with a note that tells you what question to answer next, like this:

- Yes → Go to Question 1
- No

↓ START HERE ↓

1. Our records show that you are now in [HEALTH PLAN NAME]. Is that right?

- Yes → Go to Question 3
- No

2. What is the name of your health plan? (please print)



YOUR HEALTH CARE IN THE LAST 6 MONTHS

These questions ask about your own health care from a clinic, emergency room, or doctor's office. This includes care you got in person, by phone, or by video. Do not include care you got when you stayed overnight in a hospital. Do not include the times you went for dental care visits.

3. In the last 6 months, did you have an illness, injury, or condition that needed care right away?

Yes
 No → *Go to Question 5*

4. In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?

Never
 Sometimes
 Usually
 Always

5. In the last 6 months, did you make any in-person, phone, or video appointments for a check-up or routine care?

Yes
 No → *Go to Question 7*

6. In the last 6 months, how often did you get an appointment for a check-up or routine care as soon as you needed?

Never
 Sometimes
 Usually
 Always

7. In the last 6 months, did you need care for yourself during evenings, weekends, or holidays?

Yes
 No → *Go to Question 9*

8. In the last 6 months, how often were you able to get the care you needed from a doctor's office or clinic during evenings, weekends, or holidays?

Never
 Sometimes
 Usually
 Always

9. In the last 6 months, did you contact your personal doctor's office or clinic with a medical question after regular office hours?

Yes
 No → *Go to Question 11*

10. In the last 6 months, when you contacted your personal doctor's office or clinic after regular office hours, how often did you get an answer to your medical question as soon as you needed?

Never
 Sometimes
 Usually
 Always

11. In the last 6 months, not counting the times you went to an emergency room, how many times did you get health care for yourself in person, by phone, or by video?

None → *Go to Question 23*
 1 time
 2
 3
 4
 5 to 9
 10 or more

12. In the last 6 months, did you and a doctor or other health provider talk about specific things you could do to prevent illness?

Yes
 No

13. In the last 6 months, did you and a doctor or other health provider talk about any of the following?

	Yes	No
a. Healthy diet and eating habits	<input type="radio"/>	<input type="radio"/>
b. Exercise or physical activity	<input type="radio"/>	<input type="radio"/>
c. Things in your life that worry you or cause you stress	<input type="radio"/>	<input type="radio"/>
d. Whether you felt sad, empty, or depressed	<input type="radio"/>	<input type="radio"/>
e. Smoking or using tobacco products	<input type="radio"/>	<input type="radio"/>
f. Alcohol or other drug use	<input type="radio"/>	<input type="radio"/>

14. In the last 6 months, did you and a doctor or other health care provider talk about starting or stopping a prescription medicine?

- Yes
- No → **Go to Question 18**

15. Did you and a doctor or other health provider talk about the reasons you might want to take a medicine?

- Yes
- No

16. Did you and a doctor or other health provider talk about the reasons you might not want to take a medicine?

- Yes
- No

17. When you talked about starting or stopping a prescription medicine, did a doctor or other health provider ask you what was best for you?

- Yes
- No

18. In the last 6 months, did a doctor or other health provider order a blood test, x-ray or other test for you?

- Yes
- No → **Go to Question 21**

19. When a doctor or other health provider ordered a blood test, x-ray or other test for you, how often did someone from this doctor's office follow up to give you those results?

- Never
- Sometimes
- Usually
- Always

20. In the last 6 months, how often were the results of your blood test, x-ray or other test easy to understand?

- Never
- Sometimes
- Usually
- Always

21. Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate all your health care in the last 6 months?

- 0 1 2 3 4 5 6 7 8 9 10
 Worst Health Care Health Care
 Possible Possible

22. In the last 6 months, how often was it easy to get the care, tests, or treatment you needed?

- Never
- Sometimes
- Usually
- Always

23. In the last 6 months, did you need any emotional or mental health treatment or counseling for a personal or family problem?

- Yes
- No → **Go to Question 26**

24. In the last 6 months, how often was it easy to get the emotional or mental health treatment or counseling you needed through your health plan?

- Never
- Sometimes
- Usually
- Always



25. Using any number from 0 to 10, where 0 is the worst treatment or counseling possible and 10 is the best treatment or counseling possible, what number would you use to rate all your emotional or mental health treatment or counseling in the last 6 months?

0 1 2 3 4 5 6 7 8 9 10
Worst Treatment Possible Best Treatment Possible

26. In the last 6 months, did you need any treatment or counseling for alcohol use, drug use or other addiction?

- Yes
- No → *Go to Question 31*

27. In the last 6 months, how often was it easy to get the alcohol, drug or addiction treatment or counseling you needed through your health plan?

- Never
- Sometimes
- Usually
- Always

28. Sometimes counseling or mental health treatment can include taking medicine. In the last 6 months, did you take any medicine because of how you were feeling or for personal problems?

- Yes
- No → *Go to Question 30*

29. In the last 6 months, how difficult was it for you to get your prescriptions for these mental health medicines as soon as you needed?

- Extremely difficult
- Very difficult
- Somewhat difficult
- Not very difficult
- Not at all difficult

30. Using any number from 0 to 10, where 0 is the worst treatment or counseling possible and 10 is the best treatment or counseling possible, what number would you use to rate all your alcohol, drug or addiction treatment or counseling in the last 6 months?

0 1 2 3 4 5 6 7 8 9 10
Worst Treatment Possible Best Treatment Possible

YOUR PERSONAL DOCTOR

31. A personal doctor is the one you would talk to if you need a check-up, want advice about a health problem, or get sick or hurt. Do you have a personal doctor?

- Yes
- No → *Go to Question 40*

32. In the last 6 months, how many times did you have an in-person, phone, or video visit with your personal doctor about your health?

- None → *Go to Question 39*
- 1 time
- 2
- 3
- 4
- 5 to 9
- 10 or more

33. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?

- Never
- Sometimes
- Usually
- Always

34. In the last 6 months, how often did your personal doctor listen carefully to you?

- Never
- Sometimes
- Usually
- Always



35. In the last 6 months, how often did your personal doctor show respect for what you had to say?

- Never
- Sometimes
- Usually
- Always

36. In the last 6 months, how often did your personal doctor spend enough time with you?

- Never
- Sometimes
- Usually
- Always

37. In the last 6 months, did you get care from a doctor or other health provider besides your personal doctor?

- Yes
- No → **Go to Question 39**

38. In the last 6 months, how often did your personal doctor seem informed and up-to-date about the care you got from these doctors or other health providers?

- Never
- Sometimes
- Usually
- Always

39. Using any number from 0 to 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible, what number would you use to rate your personal doctor?

- 0 1 2 3 4 5 6 7 8 9 10
 Worst Personal Doctor Possible Best Personal Doctor Possible

GETTING HEALTH CARE FROM SPECIALISTS

When you answer the next questions, include the care you got in person, by phone, or by video. Do not include dental visits or care you got when you stayed overnight in a hospital.

40. Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care. In the last 6 months, did you make any appointments with a specialist?

- Yes
- No → **Go to Question 44**

41. In the last 6 months, how often did you get an appointment with a specialist as soon as you needed?

- Never
- Sometimes
- Usually
- Always

42. How many specialists have you talked to in the last 6 months?

- None → **Go to Question 44**
- 1 specialist
- 2
- 3
- 4
- 5 or more specialists

43. We want to know your rating of the specialist you talked to most often in the last 6 months. Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate that specialist?

- 0 1 2 3 4 5 6 7 8 9 10
 Worst Specialist Possible Best Specialist Possible



YOUR HEALTH PLAN

The next questions ask about your experience with your health plan.

44. In the last 6 months, did you look for any information in written materials or on the Internet about how your health plan works?
- Yes
 No → **Go to Question 46**
45. In the last 6 months, how often did the written materials or the Internet provide the information you needed about how your health plan works?
- Never
 Sometimes
 Usually
 Always
46. In the last 6 months, did you get information or help from your health plan's customer service?
- Yes
 No → **Go to Question 50**
47. In the last 6 months, how often did your health plan's customer service give you the information or help you needed?
- Never
 Sometimes
 Usually
 Always
48. In the last 6 months, how often was the information you got from your health plan's customer service easy to understand?
- Never
 Sometimes
 Usually
 Always
49. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?
- Never
 Sometimes
 Usually
 Always

50. In the last 6 months, did your health plan give you any forms to fill out?
- Yes
 No → **Go to Question 52**
51. In the last 6 months, how often were the forms from your health plan easy to fill out?
- Never
 Sometimes
 Usually
 Always
52. Using any number from 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible, what number would you use to rate your health plan?
- 0 1 2 3 4 5 6 7 8 9 10
- Worst Health Plan Possible Best Health Plan Possible
53. Would you recommend your health plan to your family and friends?
- Yes
 No

ABOUT YOUR HEALTH

54. In general, how would you rate your overall health?
- Excellent
 Very good
 Good
 Fair
 Poor
55. In general, how would you rate your overall mental or emotional health?
- Excellent
 Very good
 Good
 Fair
 Poor

56. Have you had either a flu shot or flu spray in the nose since July 1, 2024?

- Yes
- No
- Don't know

57. Do you now smoke cigarettes or use tobacco every day, some days, or not at all?

- Every day
- Some days
- Not at all → Go to Question 61
- Don't know → Go to Question 61

58. In the last 6 months, how often were you advised to quit smoking or using tobacco by a doctor or other health provider in your plan?

- Never
- Sometimes
- Usually
- Always

59. In the last 6 months, how often was medication recommended or discussed by a doctor or health provider to assist you with quitting smoking or using tobacco? Examples of medication are: nicotine gum, patch, nasal spray, inhaler, or prescription medication.

- Never
- Sometimes
- Usually
- Always

60. In the last 6 months, how often did your doctor or health provider discuss or provide methods and strategies other than medication to assist you with quitting smoking or using tobacco? Examples of methods and strategies are: telephone helpline, individual or group counseling, or cessation program.

- Never
- Sometimes
- Usually
- Always

61. Are you aware that you have any of the following conditions? Mark one or more.

- High cholesterol
- High blood pressure
- Parent or sibling with a heart attack before the age of 60

62. Has a doctor ever told you that you have any of the following conditions? Mark one or more.

- A heart attack
- Angina or coronary heart disease
- A stroke
- Any kind of diabetes or high blood sugar

63. Do any of the following conditions affect you right now?

	Yes	No
a. Cancer	<input type="radio"/>	<input type="radio"/>
b. Arthritis	<input type="radio"/>	<input type="radio"/>
c. Asthma	<input type="radio"/>	<input type="radio"/>
d. Overweight	<input type="radio"/>	<input type="radio"/>
e. Depression	<input type="radio"/>	<input type="radio"/>
f. Drinking or other drug problems	<input type="radio"/>	<input type="radio"/>
g. Emotional problems or mental illness	<input type="radio"/>	<input type="radio"/>
h. Other medical conditions lasting more than three months	<input type="radio"/>	<input type="radio"/>

ABOUT YOU

64. What is your age?

- 18 to 24
- 25 to 34
- 35 to 44
- 45 to 54
- 55 to 64
- 65 to 74
- 75 or older



65. What is your current gender identity?

- Male
- Female
- Genderqueer, Gender Non-Binary, Transgender, or Other

66. What is the highest grade or level of school that you have completed?

- 8th grade or less
- Some high school, but did not graduate
- High school graduate or GED
- Some college or 2-year degree
- 4-year college graduate
- More than 4-year college degree

67. How well do you speak English?

- Very well
- Well
- Not well
- Not at all

68. Do you speak a language other than English at home?

- Yes
- No → **Go to Question 70**

69. What is this language spoken at home?

- Spanish
- Other

70. Are you of Hispanic or Latino origin or descent?

- Yes, Hispanic or Latino
- No, not Hispanic or Latino

71. What is your race? Please mark one or more.

- White
- Black or African-American
- American Indian or Alaska Native
- Other

Asian

- Chinese
- Japanese
- Filipino
- Korean
- Vietnamese
- Asian Indian
- Laotian
- Cambodian
- Bangladeshi
- Hmong
- Indonesian
- Malaysian
- Pakistani
- Sri Lankan
- Taiwanese
- Nepalese
- Burmese
- Thai

Native Hawaiian/Pacific Islander

- Hawaiian
- Guamanian/Chamorro
- Samoan
- Fijian
- Tongan

Thank you for taking the time to complete this survey. Your answers are greatly appreciated.

When you are done, please use the enclosed prepaid envelope to mail the survey to:

**DataStat
3975 Research Park Drive
Ann Arbor, MI 48108**

